

Terms & Conditions

Warranty

All Systems sold and installed by Sirair carry a Warranty – Parts and Labour.

All systems sold to an installer/dealer carry a Warranty – Parts only.

Important information on Warranty.

Warranty will be voided by the manufacturer if the system is not installed by a qualified Sirair approved trade's person or not installed according to the manufacturer's specifications. Under these circumstances any service repair costs will be the responsibility of the customer. All units **MUST** be properly sized and be serviced annually. Contact Sirair for an approved technician near you.

Sirair can help guide you if a warranty issue arises. When placing a warranty claim you will need to provide proof of purchase (your tax invoice) , installer details and proof of service history. All warranties are passed on to the person/company that appears on the invoice.

Payment and Purchasing

If there is something you can't find email sales@sirair.co.za and we will be happy to help you out.

What Payment Methods Are Accepted?

We thank you for paying via EFT, credit card or Payfast. No cheque payments.

Please note that funds need to be cleared in our account before dispatching.

Delivery

We can deliver nationwide and cross boarder using our preferred couriers and reliable freight companies as well as delivering ourselves in selected metro areas.

Selected products qualifies for free delivery – please confirm with Sirair before ordering. In most cases your product will be delivered when being installed by the installer who will most like pick up your product free of charge from one of our branches.

Our Shipping Terms are estimated at between 1 to 7 Days depending on the location within South Africa. Please exclude any weekends, public holidays and the days between the 21th of December until the 02th of January.

Please email us or ring us on 011 315 1246 for any questions related to delivery.

Customers will be responsible for ensuring someone is available to accept delivery. Please thoroughly inspect the goods for any damage before signing the delivery docket. This delivery docket acknowledges that you have received the goods in good order and the delivery docket information matches the system delivered. Please be aware that if the delivery docket is signed received in "Good Order or Condition" the liability of any damages passes to you the consignee. Please be aware that photo ID must be shown upon accepting goods.

If there is clear vision of harm to your delivered equipment or any obvious evidence that the goods are damaged, do not accept the delivery and do not sign the delivery docket. We are not responsible for any damages by 2nd or third party courier companies.

Can my item be delivered to a PO Box?

We are unable to deliver to a PO Box as we need ID and a copy of the online receipt when delivery is made.

Does Someone Need To Be Home To Accept Delivery?

Yes, someone must be available to accept delivery as we require a signature as proof of receiving goods.

We recommend having an additional person at the delivery address to assist with the placement of your items inside of your house. Furthermore, our carriers provide a door-to-door service.

Returns Policy

Please Choose Carefully

We strongly advise our customers to correctly size system before ordering.

If you are unsure on sizing the correct system for your requirements please contact us for Advice.

Cancellations

You may cancel an order at any time prior to despatch of the goods.

Cancellations will incur a on 15% administration fee.

We will only refund where a replacement unit cannot be provided.

If replacement of the unit cannot be provided refunds will be generally offered. Upon agreement to replace or refund the purchase price of the faulty unit, the defective unit must be returned to us to start the process. If the goods are deemed faulty following confirmation by the manufacturer you may replace them free of charge. If you have any queries regarding this matter please contact us.

Returns:

Should a product be returned, kindly ensure that it's in its original packaging, with straps, unused, with user manual and unboxed will all parts inside. Sirair will not allow return of products due to it being incorrectly specified by the purchaser or the purchaser failing to fully understand how the product works. All spec sheets are available online or via one of our store consultants. Once the product is used and box opened it is deemed as a 2nd hand product. Refunds could take up to 14 working days.

Spare parts policy:

1. No returns or refunds on any spare parts.
2. Please ensure that the invoice of the product, photo of the required spare and model number is provided when ordering as our models date since 1998.
3. Sirair will not take responsibility of spares wrongly ordered if the above is not provided.

Privacy Policy

Sirair do not disclose buyers' information to third parties. Cookies are used on this shopping site to keep track of the contents of your shopping cart once you have selected an item, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. Data collected by this site is used to:

- a. Take and fulfill customer orders
- b. Administer and enhance the site and service
- c. Only disclose information to third-parties for goods delivery purposes
- d. From time to time we may inform you of any special offers.

Prices may be changed at any time without further notice. We reserve the right to change our product's prices at any time without further notice. However, if you have ordered but not yet paid for a product, we guarantee the price for one week from when the order was placed.