

TERMS AND CONDITIONS

1. INTERPRETATION

In this Agreement:

- 1.1 Clause headings are for convenience and shall not be used in this interpretation.
- 1.2 Unless the context clearly indicates a contrary intention, an expression which denotes any gender includes the other genders, a natural person includes an artificial person and vice versa, the singular includes the plural and vice versa and the following expressions bear the meanings assigned to them below and cognate expressions bear corresponding meanings:
 - 1.2.1 "Agreement" means this agreement, including the front page, as well as any other annexure from time to time incorporated by reference to this agreement.
 - 1.2.2 "Authorised users" means those who may be authorised by the Customer to request position updates in respect of the vehicle from the DSC or to request immobilisation of the vehicle.
 - 1.2.3 "Commencement date" means the date of the installation certificate.
 - 1.2.4 "CTSA" means C-track South Africa (Pty) Limited (Registration No 1997/016952/07).
 - 1.2.5 "Customer" means the subscriber who is the person and/or company whose full details are set out on the face of the document, paragraph 1 and/or 2 hereof.
 - 1.2.6 "DSC" means DigiCore Support Centre.
 - 1.2.7 "False alarm" means an alarm message sent to a DSC in respect of a panic alarm, area violation or battery tampering where such a condition is not an actual emergency and the Customer/authorised user has not notified the DSC in respect thereof.
 - 1.2.8 "GSM Service" is the service rendered by a cellular service provider for transmitting location and speed data from the product to an authorised user's cell phone and the DSC.
 - 1.2.9 "Installation certificate" means the certificate issued by a CTSA installer certifying that the product has been successfully installed in the vehicle.
 - 1.2.10 "Occurrence" means the happening of an event which initiates the recovery process or some other action for which the product is designed.
 - 1.2.11 "Prime rate" means the prime rate charged by ABSA Bank of South Africa Limited from time to time to its most favoured subscribers on unsecured overdraft accounts in which regard a certificate signed by an official of the said bank stating the interest rate applicable from time to time shall be prima facie proof of such interest rate.
 - 1.2.12 "Product" means the CTSA Secure range of products to be installed in the Customer's vehicle.
 - 1.2.13 "Service" means the package of services detailed in the price list and Stolen Vehicle Recovery and GSM Services contract, with reference to each individual version of the product.
 - 1.2.14 "SMS" means Short Message Service.
 - 1.2.15 "Subscription charge" means the monthly amount (exclusive of VAT) payable by the Customer for the service as set out on the face hereof.
 - 1.2.16 "Territory" means the Republic of South Africa.
 - 1.2.17 "User manual" means the user manual in respect of the product to be installed for the Customer on the installation of the product.
 - 1.2.18 "VAT" means Value Added Tax payable in terms of the Value Added Tax Act No 39 of 1991 (as amended).
 - 1.2.19 "Vehicle" means the vehicle in which the product will be installed.

2. DURATION

This agreement shall commence on the commencement date and shall endure for a fixed period of 36 (THIRTY SIX) months in terms of the Secure Plus product and 48 (FOURTY EIGHT) months in terms of the Insure product, from the commencement date whereafter it shall continue indefinitely unless and until it is terminated by either party on the giving of 3 (THREE) months written notice to the other party. The subscriptions payable shall escalate at 10%, effective the month after each anniversary of the signature date.

3. SUBSCRIPTIONS

- 3.1 The Customer shall pay the monthly subscriptions in advance by way of direct bank debit order to CTSA from time to time. CTSA shall be entitled to increase the subscription by the giving of not less than 30 (THIRTY) days written notice to the Customer.
- 3.2 Any amounts not paid timeously shall become payable, together with interest thereon and the penalties charged to CTSA by the bank, from the date when the amount became due and payable until the date of payment at 2% (TWO PER CENTUM) above the prime rate.
- 3.3 In the event that a third party is paying the Customer's subscription, this shall in no way limit the Customer's obligation to pay such subscription in the event of the third party failing to do so.
- 3.4 The Customer agrees that the amounts contained in a Tax Invoice issued by CTSA shall be due and payable unconditionally in cash on installation or, if the Customer is a Credit Approved Customer, within 30 (THIRTY) days from the end of the month in which the Tax Invoice has been issued by CTSA.
- 3.5 The Customer may not withhold payment of any amount due in terms of this contract for any reason whatsoever and no extension of time for payment of any amount shall be binding unless agreed to in writing by CTSA.
- 3.6 The Customer is not entitled to set off any amount due to the Customer by CTSA against this debt.
- 3.7 The Customer agrees that a certificate issued and signed by any director or manager of CTSA or its duly appointed auditors from time to time, whose authority need not be proved, shall be *prima facie* proof of the indebtedness of the Customer at the date of such certificate.
- 3.8 Any printout of computer evidence tendered by any party shall be admissible evidence and no party shall object to the admissibility of such evidence purely on grounds that such evidence is computer evidence or that the requirements of the Electronic Communications and Transactions Act 25 of 2002 have not been met.
- 3.9 The Customer expressly agrees that no debt owed to CTSA by the Customer shall become prescribed before the passing of a period of 6 (SIX) years from the date the debt falls due.

4. LIMITATION OF LIABILITY

Whilst CTSA shall take every care to ensure that all reasonable efforts are made regarding the product and the service, such product and service can be affected by factors outside CTSA's control. CTSA does not, accordingly, provide any warranty nor accept any liability arising in respect of any failure in the provision of the service arising from any negligence or gross negligence on the part of CTSA or any damage, including any loss of profits, business or revenue, or any consequential loss suffered by the Customer as a result of any failure of the product. The Customer remains responsible for ensuring that the product is comprehensively insured at all times, whether on a rental option or otherwise.

5. CUSTOMER'S RESPONSIBILITY

- 5.1 The Customer should, on a weekly basis, upon prior notification to CTSA, test the panic and other alarm statuses where applicable with the DSC to ensure that the product is always in good working order.
- 5.2 In the event of an occurrence and the Customer's vehicle being recovered, should the Customer elect not to collect the vehicle at the scene, he hereby duly authorises the recovery service provider to tow the said vehicle away from the scene at the Customer's risk, that such vehicle will be stored at the Customer's risk and that he/she/it will be liable to the recovery service provider for any storage costs which become payable in respect of the storage of the said vehicle commencing from 24 (TWENTY FOUR) hours after the vehicle has been delivered to the recovery service provider's premises. All costs incurred in this regard shall be for the account of the Customer.
- 5.3 The Customer shall inform the vehicle manufacturer of the fitment of the product where the vehicle manufacturer requires such notification.

6. CTSA'S RESPONSIBILITY

- 6.1 Whilst every care will be taken by CTSA in the installation of the product, no liability shall be assumed of any nature whatsoever by CTSA in respect of there being any damage to the vehicle as a result of such installation of the product in the vehicle, prior to or after installation, unless noted on the installation certificate.
- 6.2 CTSA shall be responsible for the repair and/or replacement, in its sole discretion, of the product, or any parts thereof at no charge to the Customer during the first 12 (TWELVE) months from the date of installation where the product is found to be defective due to faulty components, workmanship or design, but excluding any tampering, modification, collision and/or other damage sustained by the product outside the control of CTSA.

7. SUSPENSION AND TERMINATION OF SERVICE

- CTSA may, at any time, without notice and without incurring any liability whatsoever, suspend the service either in whole or in part in the event of any one or more or all of the following occurring:
- 7.1 Technical failure of the GSM network and/or its reporting structures, modifications/maintenance to the GSM network by the GSM service provider.
 - 7.2 Due to any Government and/or regulatory authority requirement.
 - 7.3 The GSM provider ceasing to make the network available to CTSA or if it stops trading for any reason whatsoever.
 - 7.4 The Customer defaults in terms of the operating instructions in the user manual or fails to make any payment of any instalment on the due date thereof.
 - 7.5 CTSA is prevented from rendering the service due to force majeure.
 - 7.6 Any cancellation by either party after the initial period of the contract.
 - 7.7 Automatically and without prior notice and without liability on the part of CTSA, in the event of the Customer utilising the service in any manner deemed by CTSA in its sole and absolute discretion to be inappropriate (and the Customer hereby indemnifies and holds CTSA harmless against any claim that may arise against CTSA as a result of such improper use of the service). Automatically, further, if the Customer or authorised user misuses the system.

- 7.8 The Customer, failing to inform CTSA in writing within 7 (SEVEN) days after the change of any Director, Member, Shareholder, Owner or Partner or address or the alienation by the Customer of its business, and failure to give such notice shall constitute a material breach of this Agreement by the Customer to which CTSA shall have the right at its sole discretion to cancel the Agreement, alternatively, to withdraw any credit facility advanced to the Customer and demand payment of any amount then outstanding by the Customer in full.

8. ADDITIONAL CHARGES

- 8.1 The Customer shall be liable for all additional charges in respect of the de/re-installation of the product, any false alarms after the third one for any specific month, incident reports, testing the units, etc.
- 8.2 In the event that the Customer utilises the international roaming facility, he will be liable for the additional costs incurred by SMS/GPRS transmissions made while outside of the territory.
- 8.3 The Customer shall be entitled to request the number of reports, transmit the number SMS's and have a maximum data transfer per month as set out in the contract or user manual as the case may be. Any usage in excess to the allowable amount per month will be charged as per Standard Rates of CTSA for such excess.
- 8.4 Installations are to be performed at CTSA branches or approved fitment centres. Where on site installations are agreed upon, travelling in excess of a 100km round trip will be charged at R2.75/km.
- 8.5 All additional charges shall be payable by the Customer in terms of the Standard Rates of CTSA for any goods and services rendered then charged by it to its usual customers, which rates may be obtained on request.
- 8.6 The Customer shall be entitled to an agreed number of SMS's in order to obtain information per month. In respect of a Secure test and emergency poles shall be charged at the usual rate charged by CTSA. In the event that a Customer exceeds the allowable monthly usage, then such Customer shall be charged for such extra usage as provided for in Clause 8.6.

9. CESSION AND DELEGATION

The Customer may not delegate, cede and/or in any other way deal with the product and/or this contract without CTSA's prior written approval.

10. OPERATION IN TERRITORY

The Customer acknowledges that the product will only operate in the territory in the event that a GSM network of the GSM service provider is available and obtaining a signal in the area where the vehicle is being operated.

11. OWNERSHIP

Ownership in the Sim card and connected GSM subscription shall always vest in CTSA.

12. GENERAL

- 12.1 This document contains the entire agreement between the parties and neither of them shall be bound by any undertakings, representations, warranties, promises and the like not provided herein and no alteration or addition to this agreement shall be valid unless agreed to by both parties, reduced to writing and signed by the Customer and a duly authorised representative of CTSA.
- 12.2 In the event that CTSA institutes any legal proceedings of any nature whatsoever against the Customer arising out of this agreement, the Customer shall be liable to pay all the legal expenses of CTSA on the attorney and own client scale, including but not limited to any tracing fees, collection charges, valuation fees, stamp duties or any other costs CTSA may incur in respect of such an action.
- 12.3 The Customer agrees that CTSA will not be required to furnish security in terms of Rule 62 of the Rules of Court of the Magistrate's Courts or in terms of Rule 47 of the Law of the Supreme Court 59 of 1959.
- 12.4 Any document shall be deemed duly presented to and accepted by the Customer (i) within 5 days of prepaid registered mail to any of the Customer's business or postal addresses or to the personal address of any director, member or owner of the Customer; or (ii) within 24 hours of being faxed to any of the Customer's fax numbers or any director, member's or owner's fax numbers; or (iii) on being delivered by hand to the Customer or any director, member or owner of the Customer; or (iv) within 48 hours if sent by overnight courier or (v) within 7 days of being sent by surface mail; or (vi) within 24 hours of being e-mailed to any e-mail address provided by the Customer.
- 12.5 The Customer chooses its address for any notification or service of legal documents or processes as the business address or the physical addresses (domicilium citandi et executandi) of any Director (in the case of a company), Member (in the case of a close corporation) or of the Owner(s) or Partner(s).
- 12.6 The Customer undertakes to inform CTSA in writing within 7 days of any change of Director, Member, Shareholder, Owner or Partner or address or 14 days prior to selling or alienating the Customer's business and failure to do so will constitute a material breach of this Agreement. Upon receipt of such written notification, CTSA reserves the right, at its sole discretion, to withdraw any credit facility advanced to the Customer.
- 12.7 The Customer hereby consents to the storage and use by CTSA of the personal information that it has provided to CTSA for establishing its credit rating and to CTSA disclosing such information to credit control companies, banks and other institutions involved in rating credit. The Customer agrees that CTSA will not be held liable for the good faith disclosure of any of this information to such third parties and that no further specific consent needs to be obtained for the transfer of such information to a specific third party.
- 12.8 Each provision of this Agreement is severable from the other provisions. Should any provision be found to be invalid or unenforceable for any reason, the remaining provisions of this Agreement shall nevertheless remain binding and continue with full force and effect.
- 12.9 Any order is subject to cancellation by CTSA due to acts of God or any circumstance beyond the control of CTSA, including (without restricting this clause to these instances): inability to secure labour, power, materials or supplies, war, civil disturbance, riot, state of emergency, strike, lockout, or other labour disputes, fire, flood, drought or legislation.
- 12.10 Any order is subject to cancellation by CTSA if the Customer breaches any term of this Agreement or makes any attempt of compromise, liquidation, sequestration, termination or judgement is recorded against the Customer or any of its principals.
- 12.11 Ownership in all goods sold remains the property of CTSA until they are paid for in full.

13. INDEMNITY

- 13.1 The Customer hereby indemnifies CTSA against any claims for damage to the vehicle resulting from a refusal on the part of the vehicle manufacturer to honour the vehicle warranty or maintenance plan, which refusal is based on the product having been fitted to the vehicle.
- 13.2 The Customer indemnifies CTSA against any claims for damage to the vehicle which are not covered by the vehicle manufacturer's warranty, and which can be linked to the Product installation and/or functioning.
- 13.3 Where the Customer has selected the immobilisation option, he acknowledges that neither CTSA, its subsidiaries or affiliates accepts or shall have liability of what ever nature and howsoever arising in respect of any claim, damages, loss, expense, injury or loss of life which may occur directly or indirectly as a result of the immobilisation function functioning, not functioning or malfunctioning.

14. BREACH

In the event that the customer fails to pay any amount due in terms of this Agreement, or is in breach of any other term of this Agreement and after having received due notice thereof from CTSA and failing to remedy such breach within 7 (SEVEN) days thereof, then and in that event CTSA shall be entitled:

- 14.1 to immediately institute action against the Customer claiming from the Customer the full balance outstanding in respect of any uncompleted portion of the initial period of 36 (THIRTY SIX) months, or
- 14.2 to cancel the Agreement and take possession of any goods delivered to the Customer and claim any damages suffered. These remedies are without prejudice to any other right CTSA may be entitled to in terms of this Agreement, or in Law.
- 14.3 In the event of cancellation by CTSA, the Customer shall be liable to pay (a) the difference between the selling price and the value of the goods at the time of repossession and (b) all other costs incurred in the repossession of the goods. The value of repossession or retained pledged goods shall be deemed to be the value placed on them by any sworn valuator after such repossession, and such valuation shall be conclusive proof of the value. If the goods are not recovered for any reason whatsoever, the value shall be deemed to be nil.

15. EXTENDED WARRANTY/MAINTENANCE

If the Subscriber accepts this option, CTSA shall maintain and repair the unit, should it break, for the entire period of the agreement at no extra cost, unless circumstances as set out in Clause 6.2 above occur.

16. INSURANCE

If the Subscriber accepts this option, CTSA will keep the unit insured against all risks of theft or damage from collision and/ or any other damage sustained by the product for the duration of the contract.

Signature: