

SIMO Securon: Terms of Limited Guarantee

Version 3.0

Issued by: SIMO WiroTEK Private Limited (formerly SIMO Screens Private Limited), CIN U25993MH2023PTC410347. Registered office: 504 Brij Bhumi, Plot 263/264, CA Road, Near Telephone Exchange Square, Nagpur, Maharashtra 440008, India ("**SIMO**").

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1. Definitions

1.1 In these terms:

- (a) "**Authorised Provider**" means SIMO, or a dealer or distributor authorised by SIMO to sell the Products;
- (b) "**Guarantee**" has the meaning given in Clause 2.1;
- (c) "**Guarantee Platform**" means SIMO's registration platform for the Guarantee at www.simosecuron.com;
- (d) "**Guarantee Period**" means, for each Product, the period stated against it in the Schedule, counted from the Invoice Date;
- (e) "**Invoice Date**" means the date of the original tax invoice issued by the Authorised Provider for the Product;
- (f) "**Product**" means each SIMO Securon fence listed in the Schedule; and
- (g) "**Purchaser**" means the original purchaser of a Product from an Authorised Provider.

1.2 Products not listed in the Schedule are not covered by the Guarantee.

2. Guarantee

- 2.1 SIMO guarantees each Product to the Purchaser against wire breakage due to red rust formation arising from a defect in material or workmanship, for its Guarantee Period, subject to these terms, conditions and exclusions (the "**Guarantee**").
- 2.2 The Guarantee Period is 20 years for SIMO Securon Alpha, 10 years for SIMO Securon Zeta Nova and 5 years for SIMO Securon Pi, counted from the Invoice Date. For Alpha and Zeta Nova it applies to both Q-Knot™ and ZS-Knot™ fence, as set out in the Schedule.
- 2.3 The Guarantee is in addition to, and does not limit, any rights the Purchaser has under applicable law.
- 2.4 Rated life is not part of the Guarantee. SIMO publishes a rated life for each Product: the service life it is designed for in environments of corrosivity category C1 to C3 under ISO 9223, with correct installation. A rated life is a design figure, not a promise; SIMO's commitment under these terms is limited to the Guarantee for the Guarantee Period.

3. Eligibility

3.1 The Guarantee extends only to a Purchaser who:

- (a) bought the Product from an Authorised Provider; and
- (b) registered the Product on the Guarantee Platform within 30 days of the Invoice Date, in accordance with Clause 9.

4. Conditions for validity

- 4.1 The Guarantee is valid only if all of the following are met:
- (a) the Product has not suffered hard impact, or contact with sharp tools, during installation or maintenance;
 - (b) the Product was stored in a closed, dry environment before installation;
 - (c) the Product was installed by professionals only, in accordance with SIMO's guidance, including Clause 8; and
 - (d) no part of any post or channel in contact with the Product is rusted.

5. Exclusions

- 5.1 The Guarantee does not cover:
- (a) normal wear and tear;
 - (b) misuse, abuse, or installation not following SIMO's guidelines;
 - (c) damage caused by natural disasters, chemicals, industrial use or acts of God;
 - (d) Products installed within 20 kilometres of the coast, or in a corrosive environment;
 - (e) damage sustained in transport, or in storage by the Purchaser;
 - (f) Products in contact with fertilisers or other chemicals, before or after installation;
 - (g) Products welded or jointed, before or after installation, save that joining rolls by splicing and twisting the line wires, being SIMO's approved method, is not welding or jointing for this purpose; and
 - (h) failure to maintain the fencing as SIMO recommends.

6. Limitation of liability

- 6.1 SIMO's sole liability under the Guarantee is the replacement of the wire damaged due to red rust formation.
- 6.2 SIMO is not liable for any indirect, incidental or consequential damages, including loss of profit, use or business opportunity.
- 6.3 Nothing in these terms excludes or limits any liability that cannot be excluded or limited under applicable law.

7. Claim process

- 7.1 To claim under the Guarantee, the Purchaser must, within 30 days of the defect occurring, send SIMO:
- (a) a copy of the original purchase invoice;
 - (b) proof of registration on the Guarantee Platform, such as the registration reference; and
 - (c) details of the complaint, with photographs.
- 7.2 Claims may be sent by email to sales@simosecuron.com, or by post to SIMO's registered office stated above.

8. Installation and maintenance guidelines

8.1 Posts:

- (a) MS angle posts of 50 mm × 50 mm × 6 mm minimum for regular spans, and 65 mm × 65 mm × 6 mm minimum for terminal and corner posts;
- (b) concrete columns of 150 mm × 150 mm minimum, in high-grade concrete; and
- (c) post height of the fence height plus at least 50 cm for the concrete foundation.

8.2 Terminal posts (start and end points):

- (a) a bracing assembly with diagonal struts at 45 degrees;
- (b) an additional horizontal stay between the main post and the first supporting post; and
- (c) a concrete foundation of at least 45 cm × 45 cm × 75 cm deep.

8.3 Corner posts (change of direction):

- (a) bracing in both directions; and
- (b) a concrete foundation of at least 60 cm × 60 cm × 75 cm deep.

8.4 Fixing:

- (a) posts spaced 5 to 6 metres apart for SIMO Securon Alpha, and 5 metres apart for SIMO Securon Zeta Nova and SIMO Securon Pi;
- (b) tension wire grips for line wires;
- (c) staples or clips for stays;
- (d) wire tensioners at terminal posts; and
- (e) rolls joined on long runs only by splicing and twisting the line wires together.

8.5 General:

- (a) concrete bases must be fully cured before tension is applied;
- (b) gravel or crushed stone should be used at the base of postholes where necessary; and
- (c) SIMO's safety and installation instructions must be followed.

8.6 Care: store rolls closed, dry and off the ground, and keep fertilisers and chemicals off the fence.

9. Registration and confirmation

- 9.1 The Product must be registered on the Guarantee Platform within 30 days of the Invoice Date to activate the Guarantee.
- 9.2 SIMO confirms each registration by email, with a registration reference. Where the Purchaser gives only a mobile number, SIMO confirms by WhatsApp instead. The Purchaser should keep the confirmation with the invoice.

10. Change of company name

- 10.1 SIMO WiroTEK Private Limited was formerly named SIMO Screens Private Limited. Only the name has changed: it is the same legal entity, and its CIN, PAN and GSTIN are unchanged.
- 10.2 Every guarantee issued or registered under the former name remains valid, and SIMO honours it on the terms that applied when the Product was registered.

11. Modification and termination

- 11.1 SIMO may modify or terminate the Guarantee without prior notice, provided that no modification or termination affects Products purchased and registered before its date.
- 11.2 By using the Product, the Purchaser acknowledges and agrees to these terms.

12. Governing law and jurisdiction

- 12.1 These terms are governed by the laws of India. Subject to the Purchaser's rights under applicable consumer protection law, the courts at Nagpur, Maharashtra have exclusive jurisdiction.

Schedule: Products and Guarantee Periods

Product	Technology	Coating	Guarantee Period
SIMO Securon Alpha	Q-Knot™ and ZS-Knot™ (all grids)	Zinc-aluminium (Zn-Al), 240 GSM minimum	20 years
SIMO Securon Zeta Nova	Q-Knot™ and ZS-Knot™ (all grids)	Zinc-aluminium (Zn-Al), 120 GSM	10 years
SIMO Securon Pi	Q-Knot™	Zinc, 80 to 100 GSM, with topcoat	5 years

Not covered: RTH™ barbed wire, chain link fence, QvikFixrr™ posts, clips and fittings, concertina coil, installation tools, and any product not listed above.

Version 3.0, last updated on the date of approval. Supersedes Version 2.0 (30 January 2025).