

These terms apply to all rental equipment supplied by A2Z Radio Systems, including two-way radios, batteries, spare batteries, chargers, audio accessories, cases, containers and related equipment. By accepting a quotation, paying an invoice, collecting equipment or allowing equipment to be collected on your behalf, the client accepts these terms.

1. Booking and Payment

- Full upfront payment is required to confirm and secure the booking, unless different payment terms have been agreed to by A2Z Radio Systems in writing.
- Quoted rental rates are based on the quantity, rental period and payment terms quoted. If the quantity, dates or rental period change, any discount or special pricing may fall away or be recalculated.
- A verbal or written go-ahead, acceptance of a quotation, payment of an invoice, or collection of equipment confirms the rental booking and acceptance of these terms.

2. Rental Period

- The rental period starts when the equipment leaves A2Z Radio Systems, whether collected by the client, a crew member, courier or other representative.
- The rental period ends only once all equipment has been returned to A2Z Radio Systems and checked back into inventory.
- If equipment is collected or returned by courier, the client remains responsible for the equipment during transit until it is received and checked by A2Z Radio Systems.

3. Equipment Ownership and Use

- All rented equipment remains the property of A2Z Radio Systems at all times.
- The client may allocate radios to crew or staff for operational use, but the client remains responsible for all equipment issued under the booking.
- Equipment may not be sold, loaned, sub-rented, modified, opened, reprogrammed or repaired by the client, crew, staff or any third party without written permission from A2Z Radio Systems.

4. Loss, Theft, Damage and Missing Items

- The client is responsible for loss, theft, damage, misuse, water damage, physical damage, missing accessories and missing components while the equipment is on rental.
- Missing equipment and accessories continue to attract rental charges until they are returned, found, replaced or paid for in full.
- Visible damage may be noted on return, but A2Z Radio Systems may issue a separate damage report and invoice after full inspection and testing.
- Replacement values are based on current replacement cost and may change due to supplier pricing, availability and exchange rate fluctuations.
- Repair costs, replacement costs and reasonable labour may be charged to the client. Fair wear and tear is excluded, but misuse, negligence and avoidable damage are not fair wear and tear.

5. Returns and Late Returns

- Equipment must be returned by the agreed return date and time, unless an extension is confirmed by A2Z Radio Systems in writing.
- Late returns, short returns or incomplete returns may be charged additional rental until the equipment is returned and checked.
- All batteries, spare batteries, chargers, earpieces, cases and accessories issued must be returned with the radios unless otherwise agreed.

6. Faults and Technical Issues

- Faults must be reported to A2Z Radio Systems as soon as possible. The client must not attempt repairs or arrange repairs through a third party.
- Breakdown or failure caused by misuse, water ingress, incorrect charging, incorrect accessories, physical impact or tampering does not shorten the rental period and may be charged as damage.
- A2Z Radio Systems will make reasonable efforts to assist with faulty equipment reported during the rental period, subject to location, availability and operational practicality.

7. Insurance and Risk

- The client is responsible for arranging adequate insurance cover for rented equipment where required.
- The client remains liable for loss, theft or damage whether or not an insurance claim is accepted or paid by the client's insurer.
- Insurance processes, police reports, internal production investigations or crew disputes do not suspend rental charges on missing or damaged equipment.

8. Cancellation and No-show

- Confirmed bookings cancelled at short notice, not collected, or not cancelled in writing may attract a cancellation or no-show fee, as indicated on the quotation, invoice or rental documentation.
- A2Z Radio Systems may allocate stock, prepare equipment and decline other bookings once a booking is confirmed. Cancellation charges may therefore apply even if the equipment has not yet been used.

9. Frequency, Licensing and Lawful Use

- The client must use the equipment only for lawful communication and within the operating instructions supplied or explained by A2Z Radio Systems.
- Where a special event frequency, licensed channel or site-specific radio arrangement is required, the client must provide accurate event, location and operational information in time for A2Z Radio Systems to assist where applicable.
- South African law applies to these terms.

10. Acceptance

- Signing a delivery note, collecting equipment, accepting equipment on site, paying an invoice, or allowing a unit manager, assistant, crew member, courier or representative to collect equipment confirms that the client accepts responsibility for the equipment and accepts these rental terms and conditions.
- These terms are a practical summary of A2Z Radio Systems rental conditions and may be supported by the relevant quotation, invoice, delivery note, damage report and correspondence for the specific booking.