

Terms and Conditions

This document contains all the terms and Conditions agreed to between the Installer and the client who furthermore acknowledge that there are no undertakings, representations, warranties, or terms of any nature whatsoever, other than as contained herein.

Should there be any form of defect (in respect of materials or installations) or complaint from the client, the client shall within 7 (seven) days after installation of the materials, give the installer written notice of such defect and/or complaint, failing which, it shall be deemed that the installation has been performed in a satisfactory manner and the product has been correctly installed. After 7 (seven) days, all call outs to the site shall be payable for every trip undertaken no matter the reason for the call out. Related traveling costs are also at discretion of the installer.

If not otherwise stipulated, the client undertakes to pay the installer a 70% (Seventy percent) deposit on total purchase price, including VAT, the balance of the purchase price, including VAT, shall be paid by the client on the day of installation.

The installer undertakes to use its best endeavors to carry out the work and complete the same within a reasonable time but does not accept any liability, consequential or otherwise, should the work be completed timeously, as result circumstances beyond its control, including but without limiting generality of the foregoing: strikes, acts of God, storms, wanton vandalism, fire, load shedding, availability of materials and mechanical failure of any of the installers vehicles.

The client shall have no claim for damages whether consequential or otherwise against the installer and shall indemnify the installer accordingly.

Should any amount due and payable by the client to the installer not be paid on the due date, the installer may suspend further service to the client.

Interest on overdue payments will be charged by the installer at a rate of 2.5 % (two and a half percent) above the prime lending rate per annum and shall be payable by client. Collection administration fees also payable by client.

The products shall remain the property of the installer until the full purchase price has been paid for by the client. In the event of the client not making full payment of the purchase price, the installer shall be entitled to remove the products from the premises, whether delivered or installed, without a court order.

The client indemnifies the installer against any/all claims which may be made against the installer, arising out of the facility installation of products or damage caused to any of the Client's property by any workmen in, or not in, the employ of the installer.

The installer provides a range of standard colors, products and sizes. If the client requires a non-standard color, product size, the client must inform the installer before the quote is prepared. If the client orders a non-standard color, the installer requires the client to furnish the installer with the correct color reference before the quote is prepared and goods are ordered. The installer undertakes to take all possible measures to match, as best as possible. The Client's choice of color, however, the installer makes no guarantees regarding the matching of colors or surface finish.

Whilst all precautions taken before the sale to ensure that the Customer understands what is being supplied, once the goods are ordered and accepted the customer takes full responsibility for any discrepancies.

All installer's products carry a guarantee, the guarantee being carried by the supplier / manufacturer of goods to the installer. All these guarantees are subjected to the client maintaining their security products.

Any service or product not specifically stated on the quote or the invoice will be an extra, and are subject to change and variation without notice. Written Quotations are valid for 7 (seven) days, or the period stated herein.

Prices & price lists as issued by the Company, are for information purposes only, and are subjected to change and variation without notice. Written Quotations are valid for 7 (seven) days, or period stated herein.

Delivery: By his/her signature accepting the goods in good order and condition, the Client and/or his/her Agent agrees that the goods invoices are received in full and are undamaged. No claims for shortages, damages, or incorrect items will be entertained there after.

Installation / Commissioning: Upon completion of installation, the client/ agent must sign off the job, and record problems, If any. Installation prices are quoted as Industry standard, unless otherwise stated in writing.

Site access and readiness – Orders are accepted on the understanding that the site is ready in all respects for installation/commissioning of all items ordered, by the date agreed upon. The Client will allow free access to the Company's Agent, to carry out all the work covered. Should the Company incur expenses as a result of delays, brought by the client, such expense shall be for the account of the Client. In the event that Electric Door and/or Gate Operators are to be installed, it shall be the

responsibility of the Client to furnish proper electricity supply points at the required maximum distance to the Door/ Gate Operators.

Unless site check is charged for , the Customers takes full responsibility for any problems that may occur. Abortive installations will be charged for.

Return of Goods: Purpose –made and non-stock items will not be accepted for return. Stock of standard items may be accepted for exchange or a like, or greater value product, subject to Original Proof of Purchase, and the items being in the original condition supplied , including wrapping , where applicable.

Refunds: Where there is no exchange of goods , a refund will attract a minimum of 10% (ten percent) Handling / Administration Fee depending on the circumstances . Orders for made to size items, cannot be cancelled.

Storage: If for any reason , the Client is unable to take delivery of the goods within 30 (thirty) days of collection , delivery or installation date, agreed upon , then the Company shall be entitled to a levy a charge for storage.

Ownership of Goods: In no case will the ownership of goods pass to the Client or anyone else , until full payment of the purchases price has been made to the Company, Whether or not the goods have been permanently affixed to any land or buildings. Should full payment not be made , then Company has the right to remove all doors and other items installed by the Company or It's Agent , without recourse to Legal Considerations , and without prejudice to any of the Company's rights.

Damage to property: Although the Company and it's Agents, undertakes to take the utmost care when removing existing doors and installing new doors the Company can not be held responsible for any damage which may occur to surrounding plaster or walls , and assume no liability for any consequential damage.

Treatment / Maintenance : Timber is a natural living fibre , not uniform in color composition . No guarantee is given regarding uniformity of color or texture , and it is understood by the Client , that Timber Products requires treatment on a regular basis . Steel and Automation Products, must be maintained in accordance with manufacturer's recommendations.

Exclusions: The following goods and services are specifically excluded from the Warranty , and are for the Client's account:

- Repair or replacements of components due to wear and tear , loss, and/ or damage , not attributable to Company and will be billed separately.

- Replacements of PC Boards , Light Bulbs for Operators , Batteries for Transmitters , or damaged Transmitters.

- Service Calls to reset codes on Radio Equipment , Stops , Sensitivity, or to match Radio Equipment Frequencies, or attend to Electricity Supply Faults , or for damaged caused by lightning.

- Service Calls to attend to doors or equipment which has been damaged , or disturbed , due to unauthorized tampering by either the Client , or other parties.

- Modifications, installations , or repair work, not carried out by the Company, will render all Warranties , null and void.

Call-out fee are payable up-front, on arriving on site the client should have the money available for the installer/technician . If the money are not available , the installer/technician will leave site and the call out fee will be payable . When the installer/technician goes to the site an additional time a new call-out fee will be payable

All call-outs are to be logged to the call-centre 016 932 1883. No calls or extra work orders to be given to the installers/ technicians. All repairs to be handed in at 54 Vaalrivier street ,Vanderbijlpark and proof of jobcard to be submitted with re-collection . A call-out fee is applicable for any repaired unit that has to be delivered or installed.

Intermittend Faults. Where an intermittend fault occurs and the fault condition is not prevalent when the technician is there , a call-out fee is still payable. A call out fee per trip is payable whether the fault is apparent or not.

If an authorized person is not available to sign off the installation will be deemed to have been performed in a satisfactory manner and that the product has been correctly installed and the installation must be paid before the end of the day by the client.