

COMPANY TERMS AND CONDITIONS:

RETURNS ON FAULTY GOODS:

NO RETURNS will be accepted on any faulty item not reported within **7 days** from date of purchase.

NO RETURNS will be made without **original invoice**. No Debit cards slips or cheque slips will be accepted for returns, the invoice is needed to show items purchased and prices paid.

INSTALLATIONS should be made by a **qualified person**, or guarantee on any product, if such is given by our SA Suppliers, will be forfeited.

Clients must ensure to **follow instructions** on/inside product's packaging and use products for what is manufactured or sold for. Clients can either be replaced with a new item, or be refunded for the faulty item/goods, if they adhere to above conditions.

RETURNS ON ACCESS/WRONGLY PURCHASED ITEMS:

NO RETURNS will be made without **original invoice**.

10% HANDLING FEES will be charged, unless client arranged before hand to test the product first.

NO RETURNS will be made on items without original packaging and condition. Credit will be passed by sales person's own discretion. Clients can either be replaced with other goods, or be refunded for items returned, if they adhere to above conditions.

NO USED ITEMS WILL BE RETURNED.

RETURNS ON SPECIAL MANUFACTURING, QUOTED AND ORDERED ITEMS:

NO RETURNS will be accepted on any special ordered goods, non-stock items, special manufactured goods or any other quoted items ordered which are not standard stock items at our shop.

Or alternatively, clients can pay the transport and SA VAT to send back special ordered goods.

Once goods have arrived in our shop, it will be invoiced and expected to be paid according to payment terms, not depending on the time/date of collection of goods.

DISCOUNT ALLOWED ON SALES:

NO DISCOUNTS will be allowed, as we operate as a wholesaler with low marginal markups. Our prices are competitive and well balanced in accordance with the consumers' needs and abilities to pay.

BASIC SALES:

NO GOODS may be loaded onto a client's car, if the final invoice is not printed, signed and/or paid for. Items must be checked by the sales person and store men for damages and correct quantities taken. Thereafter, the company will not take any responsibility for damages, shortages or losses.

ONLY 30 DAYS CLIENTS (with approved accounts and credit applications) are allowed to buy on account. **ALL OTHER CLIENTS** will need to supply us with an official company PO, or pay before leaving the shop. No unpaid CASH invoices will be accepted.

30 DAYS CLIENTS who do not settle their accounts by the **7th of the next month** will not be allowed to buy on their account. They will be forced to pay cash until the account is paid in full.

COLLECTION OF GOODS:

NO subcontractor, friend or any other person(s) will be allowed to collect goods/stock on another Debtor's account, even if arranged in advance with the office. The debtor

will be held liable for account payments and therefore will be responsible to collect and inspect goods before leaving our shop.

In the case where the Debtor himself are not available and cannot collect goods himself, we will not be held liable for any loss of stock or any discrepancy between the Debtor and his subcontractor/person who collected the stock.

If a Debtor still needs to make this kind of arrangement, we will need an email, sent fax, PO or any other written proof from the Debtor/client, with the name of person(s) allowed to collect the goods from our shop, as well as the list of items to be invoiced.

Reserved stock items must invoiced/paid for within one week, or reservation will be cancelled and available for sale again.

QUOTATION TERMS AND CONDITIONS

- Prices quoted are for current stock only and are subject to change on new stock due to exchange rate fluctuations. Please confirm pricing when ordering.
- Prices quoted are based on the quantities specified in the quotation and Electro Dynamics reserves the right to revise prices in the event of the quantities being reduced or increased.
- Prices quoted are subject to exchange rate fluctuations and any variation will be for the customer's account.
- Prices quoted are ex-stock Swakopmund Namibia, unless otherwise specified.
- Unit Prices quoted exclude VAT at 15%. VAT is payable on all invoices except on exports where Electro Dynamics is arranging and paying the export transport.
- Delivery times, where specified are **ESTIMATED**. Electro Dynamics will endeavour to adhere to such estimated delivery times. Should any delays which are beyond Electro Dynamics' control take place, we will not be liable for any costs or losses incurred by the customer through such a delay. ALL required additional transport can not be guaranteed and is subject to couriers' tariffs and deliveries, but will be charged extra to the customers' account.
- While we provide professional advice regarding the usage of goods supplied, the suitability of the goods for the use contemplated by the client is the sole responsibility of the client, and the Company shall in no way be responsible for the suitability of the goods sold for any particular end use.
- Where the goods are not delivered by us, but collected by the Customer, or collection/delivery to the carriers, we will not be responsible for goods lost or damaged in transit.
- Quotations are valid for **10 CALENDAR DAYS** from the date of the quotation on **EXISTING STOCK ONLY**.
- All quotations and invoices are subject to **ELECTRO DYNAMICS' PAYMENT TERMS**.
- Any item not specified on the quotation, is excluded from this quotation. Additional products not stipulated or with different product codes will be quoted extra.
- The issuing of our quotation represents no obligation until the company accepts the Customer's official purchase order.
- All quotations and prices therein are provided **E&OE (errors and omissions excepted)**. It will be the responsibility of the customer to double check and examine the quote thoroughly, before completing the purchase order/ re-quoting a third party.

- This product(s) are sold by Electro Dynamics, to you. You acknowledge and understand in purchasing/ using prices of the said products, that you are aware of the capability and use of the product(s). If you quote/ resell the said product(s) to a third party, you will ensure that the third party is made aware of the capability and uses associated with the product(s).
- You also acknowledge and understand that should any installation of the product be conducted, Electro Dynamics does not accept the liability for errors on incorrect installations.
You indemnify and hold Electro Dynamics harmless against any loss, action, claim, harm or damaged of whatever nature, to whom you make the product available to.

Electro Dynamics Management and Staff

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