

## Standard Conditions of Sale:

### Guarantee:

- All items have a six month guarantee from the date of invoice. Specified items have 12 months.
- The guarantee does not cover defects that are caused by misuse, incorrect installation, lack of cleaning and maintenance or negligence by the operator.
- The guarantee includes the repair or replacement of defective parts.
- Repairs can take between 1-10 business days. The guarantee does not cover any loss in business or income while being repaired.
- Traveling and delivery charges are not covered. Exchanges will be on the customer's account unless agreed otherwise.
- The guarantee will expire if a client make any structural changes or use any spare parts that are not part of the original unit.
- The guarantee will expire if any work or repairs are done by any other party than Caterwize.
- If an item is defective when bought, it should be exchanged within seven calendar days. No refunds will be made. The defective unit will be replaced given:
  - We first get back the defective unit for inspection
  - No changes, damage or wear and tear on the unit
  - It is cleaned and packed in original packaging
- Traveling and delivery charges for defective units will be on the customer's account unless agreed otherwise.
- Only the original invoice will be accepted for claims and exchanges.
- **If products are resold, the guarantee will expire and Caterwize will not be liable for any defects, damages or spare parts that may occur or be necessary in the future.**

### Returns:

- If an item is defective when bought, it should be exchanged within seven calendar days.
- Items must be unused when returned.
- Goods are not to be returned to us without our prior consent in writing.
- We reserve the right to levy a charge of 15% (fifteen percent) of the invoiced value on goods accepted for return.
- Items must be complete and packed in their original packaging.
- Items must be accompanied by a copy of the original invoice.
- Returns will only be allowed within seven calendar days after purchase. After that no refunds will be made.
- No refunds will be made if a client have a "change of heart" after viewing and purchasing the item in our showroom.
- Refunds will only be made via Electronic Funds Transfer (EFT).

## **Payment:**

- Payments are made with cash, credit or debit cards or via Electronic Funds Transfers (EFT).
- Payment needs to be made before any item can be dispatched.
- Proof of payments to be sent to sales@caterwize.co.za

## **Delivery:**

- Delivery will only take place once full payment is received. Orders will not be delivered with only a proof of payment.
- Delivery will take 1-5 business days depending on the area and delivery schedule.
- We offer free delivery to certain areas and locations in and around Cape Town.
- If any loss or damage occurs when couriered or delivered by Caterwize, we will take responsibility and send a new unit after the damaged one is received back. Caterwize will however not be liable for a loss of income or time.
- Please check contents on delivery. The words "unchecked" or similar cannot be used to claim for stock discrepancies.

## **Ownership:**

- All items will be the property of Caterwize until full payment is received.
- Delivery will only take place once the full payment is received.
- Orders will not be delivered with only a proof of payment.

## **Product Pictures:**

- All pictures as seen on our website and official catalogues are for display purposes only and might differ slightly from the actual product.

## **Repairs and Maintenance:**

- All repairs and maintenance should be done by Caterwize's qualified technicians in order to keep the guarantee. The guarantee will expire if any work or repairs are done by any other party.
- No repairs or maintenance work will be done without a copy of the original invoice.
- Repairs and maintenance will only be carried out on equipment bought directly from Caterwize.
- Repairs and maintenance can take 1-10 business days.
- All repairs and maintenance have to be scheduled before any work can be done.
- All repairs and maintenance that needs to be done on site (client's premises) need to be scheduled through our official Call Out document that will be supplied upon request. A call out and traveling fee will apply, depending on the location. Maximum travel distance is 100km from our premises.
- Repairs and maintenance will only be carried out weekdays 08:00-16:30 unless agreed otherwise.

- Labour and spare parts will be for the client's account if the unit is out of its original guarantee. We will first give a quotation that needs to be accepted before any work can be done.
- All repaired units have a 3 month guarantee.

### **General:**

- Caterwize will not be held responsible for any damage caused to a person, building or other equipment due to misuse, incorrect installation, lack of cleaning and maintenance or negligence by the operator.
- Caterwize will not be held responsible for any loss of income as a result of a defective product.

### **Refrigeration:**

- All refrigeration carries a 12 month guarantee, correctly supplied and installed.
- Labour costs incurred to replace failed parts within the first three months from date of sale will be covered by this guarantee. After three months, all labour costs, including traveling, will be for the customer's account. Parts will be replaced free of charge.
- Damage, failure or malfunction due to misuse or poor maintenance is expressly excluded from any guarantee.

Please feel free to contact us if you have any questions regarding our Standard Terms and Conditions.



WA Adriaanse  
Director  
18/07/2019

\*Latest version: July 2019