

1 PRICES

All prices are subject to **exchange rate fluctuations** and can change at any time.

Prices listed are excluding VAT. **All quotes are valid for 7 days.**

2, DELIVERIES

- Minimum order value R1000.00 (One Thousand Rand) to qualify for a free delivery.
- Orders placed before 12H00 on the day will be delivered the next scheduled day.
 - Mondays : West/South
 - Tuesdays : North/Pretoria
 - Wednesday: East/Central
 - Thursday: North/Pretoria
- Contact logistics on Ext 104 regarding delivery charges and the tracking of your order.
- Charges will apply on all heavy duty machines that require installation and training.
- Delivery of a machines above ground level will attract extra delivery charges should elevators not be available or not working. Please inform logistics should this apply to you to enable us to reschedule delivery and avoid the extra charges.
- Driver will not unload the products should he decide that the terrain is unusual, rugged, or irregular and does not meet the standard height and dimensions of our vehicles. Please advise sales representative of your circumstances when placing your order to enable us to make alternative arrangements to meet your requirements in a safe and secure way.

3 PAYMENT OPTIONS

Acceptable means of payment are; EFT or Credit Card only.

Goods will only be released once payment is cleared in AZ Trading's bank account.

4 SETTLEMENT TERMS ON APPROVAL FROM CREDIT GUARANTEE

Payment 30 days from date of statement.

Overdue accounts are subject to **interest of 2.5%** per month.

Credit facility only on approval from Credit Guarantees.

5 PASSING OF OWNERSHIP

Goods supplied shall remain the property of AZ Trading Corporation. CC until fully paid for.

6 PLACING ORDERS

E-mail: sales@aztrading.co.za

7 RETURNS POLICY

Goods returned within 7 days in its original condition and packaging will be fully refunded.

Returns after 7 days will be subject to a 15% handling fee.

Returns within the warranty period, due to malfunction will be replaced.

Change of mind or refusal of accepting an item on delivery will incur a delivery charge.

8 DEPOSITS

Holding deposits will be forfeited should the order be cancelled by the client on proof that the order has already been placed with the supplier.

AZ Trading reserves the right to offer a substitute or a credit, should the goods on order not be available by the supplier.

9 ORDERS

Verbal orders will not be accepted.

All orders must be in writing on a company letter head, an official purchase order or via customers email alternatively an AZ written order approved with customers company stamp.

No Invoice will be generated without the customers written approval.

All orders for Export are Ex-Johannesburg.

10. ORDERS AWAITING PAYMENT

Orders awaiting payments will only be retained for **7 working days** thereafter invoice will be credited and the goods will be returned to stock.

11 WARRANTIES

Warranties on all goods are as “*per manufacturers warranty*”

Warranties are "**BRING IN**"/ "**PAY FOR DELIVERY**"

Warranties will be void if machine is found to be tampered with, accidental damage, inferior consumables used or not maintained as per manufacturers recommendation.

12 **COD ORDERS**

COD deliveries will only be released to the client upon receipt of "Proof of payment"**(NO CASH)**

13 **CUSTOMER CARE**

We endeavour to provide excellent service, should we unfortunately fail.....

Please contact Ashanti Kuni on **(011) 792-8919 or email complaints@aztrading.co.za**