

## **TERMS & CONDITIONS:**

### **RIGHT OF ADMISSION AND SERVICE:**

We are a company that pride ourselves in our service standard and customer experience. We do however reserve the right to refuse service to anyone. This is mostly due to the following reasons but not limited to: unreasonable demands, malicious or hostile intent, unruly behaviour, drunkenness and public drinking, dangerous acts, lewd behaviour etcetera. We reserve the right to refuse service to anyone outside of the specified company trading hours. Right of admission is reserved.

### **SPLITPOLES, PLANKS, DECKING AND PLANED PRODUCTS:**

Splitpoles, planks, decking and all planed products are sold "AS IS". Splitpoles, planks, decking and all planed products are sold per strapped bundle and will not be selected individually. Although every effort is made for consistency, planer snipe, partial misses on the planed surface and variances in sizes can occur. This is considered as permissible wastage and must be taken into account when ordering material. Please enquire about lengths kept in stock before placing an order. All splitpoles and planks are "wet of saw" products. – Please visit our website on [www.northernpoles.co.za](http://www.northernpoles.co.za) for more info on "wet of saw".

### **CUTTING, DRILLING OR CUSTOMISING OF MATERIAL:**

Material that has been cut, drilled or altered in any way by the customer, or as per the customers instruction, is no longer in the original (SABS) condition and will not be exchanged or refunded ever. NO EXCEPTIONS!

### **DELIVERIES:**

All deliveries are done by independent transport contractors. Deliveries are charged according to size and distance. All dogs must be locked up prior to the vehicle entering the premises. An appointed and competent individual must be at the delivery premises to sign for material received. Please confirm that the delivery vehicle can enter the premises prior to delivery. If the delivery team requires identification to enter the premises / complex, this must be confirmed beforehand. The house/plot etc. must be visibly numbered. All loads will be offloaded next to the delivery vehicle. (Material will not be carried). All material must be paid in full before delivery. Please check all material upon delivery and note discrepancies of any kind on the delivery note. **No** discrepancies after the fact will be considered. A cancellation fee of R500,00 per load will be levied to all loads cancelled within 24 hours of agreed upon delivery date. The weight of any material being sent via courier shall not exceed 50 kg and/or 0.125 m<sup>3</sup>. Additionally, an insurance fee will be applied to the total cost.

### **LOADING OF VEHICLES, TRUCKS & TRAILERS:**

Please ensure that enough loading time is allotted to complete the loading process within our company trading hours, i.e. if the required load takes one hour to load and secure onto the desired vehicle, then the aforementioned vehicle must be ready to load one hour prior to the companies closing time. No vehicle will be loaded outside of company trading hours. We have a not negotiable, **ZERO RISK** policy when it comes to the safety of our employees. No vehicle will be loaded, if the loading of such vehicles places any company employees in any form of risk at all. Risk includes, but is not limited to loading during thunder storms, unsafe loading heights, unbalanced loads or any unsafe practice that can potentially harm or injure a company employee. No employees shall be permitted of load or offload any object, cargo or material not purchased from Northern Poles. If you prefer, our personnel can also assist in tying the material purchased to your vehicle / mode of transport. Although every precaution possible is taken to ensure the safety of the load being tied, the vehicle remains the sole responsibility of the driver of the vehicle. Once material is loaded on a vehicle / mode of transport the material is the sole responsibility of the driver. It is the responsibility of every driver to ensure that his/her load is tied down and fastened according to his/her taste. Every driver of the vehicle must ensure that he / she has the proper equipment to secure their load to their vehicle / mode of transport. Northern Poles will not refund or exchange any material that was damaged after the vehicle has left the premises. Northern Poles and their staff will not be held liable or responsible for any damages to vehicles. It is the responsibility of the individual collecting/purchasing the material to ensure that he/she receives all material as specified on the invoice. Although we will take every precaution to ensure that a customer receives their purchased items, we will not be allowed to consider discrepancies after a vehicle has left the premises. The same applies to vehicles, trucks or trailer's that has been abandoned/left during the loading process. Please note that we do not have overnight storage facilities or parking available for any vehicles or trailers on the property.

### **PAYMENT TERMS:**

Prices are subject to change without prior notice. Payment done via cheque will have to be cleared - Two weeks waiting time minimum. Cash cheque brought to Northern Poles - Three days waiting time minimum. Cash cheques paid into our account - Two weeks waiting time minimum. Funds transfer from **ABSA** to **ABSA** – Immediately subject to verification. Funds transfer from **FNB** to **FNB** - Immediately subject to verification. Funds transfer from **NEDBANK** to **NEDBANK** - Immediately subject to verification. Funds transfer (Other banks) – 3 working days. We do have Debit Card and Credit Card facilities on site. Please quote "**document no.**" on all payments. All electronic payments, cheque payments and cash deposits will be cleared and must reflect in our account before any material will be released. A 50% deposit is required before any non-standard material will be ordered. No vehicles will be loaded / material released if payment does not reflect and clear in our account.

### **EXCHANGES / REFUNDS:**

Material that has been cut, drilled, altered or has been used in any way will not be exchanged. All Exchanges and / or returns of material are subject to a handling fee. No material will be exchanged / returned / refunded without a proof of purchase. Laths, Droppers and "Wet of saw" products will not be exchanged / returned / refunded. Non-material will not be exchanged / returned / refunded. No exchanges / returns will be accepted after 30 days. Product warranties are only applicable for products installed in South Africa.

### **SELECTION OF MATERIAL:**

The employees of Northern Poles are not allowed to pre-select material featuring a specific characteristic example: "**as straight as possible**" or "**no taper**" or "**must be a green colour**" on behalf of any customer. Peoples taste differs from person to person and it is for this reason that a customer must pre-select material in person (if required). The same principal applies to items that need to be delivered. Pre-selection of material is subject to the following conditions: 1. No opening if grouped items, example: laths, droppers, splitpoles, planks. 2. Material that has been pre-selected must be paid for the same day, or they will be returned to their bins and made available for selling. 3. Material that has been pre-selected will only be reserved for 60 days.

### **PRODUCTS SUBJECT TO WATER AND OR UV DAMAGE:**

Grass, Cape reed, planed planks etcetera are subject to water damage when it comes in contact with rain. No products that are prone to water damage will be delivered when it's raining or when there are chances of rain unless we are instructed to do so by the customer, in writing, beforehand. Northern Poles shall not be held liable for any damage to material that is prone to water damage and that has been loaded under the supervision/ instruction of the driver/ owner during rainy weather. No water damaged material / items shall be exchanged or refunded. Our fibreglass is manufactured on-site, providing a raw product with inherent strength and durability. To safeguard against leakage, fading, and to enhance longevity, it is imperative to apply waterproofing or standard roof paint. This treatment is the responsibility of the customer.