

# Shutters Cape

## General Terms and Conditions of Sale of Goods & Services

- 1) Ownership of the product is only transferred to the client on receipt of full payment. Any complaints/queries must be submitted in writing, within 7 days, after installation.
- 2) All guarantees & warranties applicable to the various products offered by Shutters Cape are underwritten and honoured by the respective manufacturers/suppliers of such products and become valid when the contract price has been paid in full.
- 3) The quality of our installation workmanship is warranted for a full period of 1 (one) year from date of installation. No other warranties are applicable unless specifically mentioned on the official quotation documentation.
- 4) We vouch to endeavour to perform our all tasks to the best of our ability and will do our utmost to ensure the client receives the best service and product at all times and strive to obtain a maximum client satisfaction level as far as it may be possible in prevailing circumstances. For additional "Peace of Mind" the company offers an efficient after sales service available to all our clients. All repair and/or maintenance work is attended to in view to achieving improved functionality and product longevity.
- 5) Although Shutters Cape will take utmost care during the installation process, the company will accept no liability / responsibility for the suitability or quality of the existing surrounding structure/s to be used for the purpose of fitting its products. Such structures may be subject to completely unknown factors such as: inferior quality, bad workmanship, brittle brickwork & cement, weak plastering, hollow tiling and unsuitable flooring products and so on. Therefore, Shutters Cape may not be held liable by the client for any accidental damages that may be caused to such structures during the installation process. The client accepts full liability for any repair and or replacement cost incurred in this regard.
- 6) Delivery and or installation dates are subject to possible manufacturing and freight delays, which may be totally beyond the reasonable control of Shutters Cape. Thus, the client hereby accepts that is the good intention of Shutters Cape to install the product within the pre-anticipated timeframe and absolves the company from any wrongdoing whatsoever in regard to any unforeseen delayed delivery and installation.
- 7) Acceptance of our quotation by signature or payment of relevant deposit amount or a request for an invoice constitutes a confirmation by the client to placing an actual proper order with the company.
- 8) Any order cancelled by the client for whatever reason will be subject to a minimum cancellation fee of 10% of the total value of the order, plus any direct costs incurred in regard to actions/activities already undertaken to provide the product to the client. In the event of the client cancelling an order, then any payments already submitted by Shutters Cape to the relevant manufacturer/supplier will not be refunded to the client unless the manufacturer/supplier agrees to refund such monies to Shutters Cape.
- 9) In the event of any obstructions either inside or in close proximity of an opening, including items such as: flooring, tiling, skirting, bulkheads, handles, locks, light fittings, window/door frames and the likes which impede or hinder the normal installation process, then Shutters Cape will have the right to amend the installation process accordingly. The client hereby acknowledges that whatever solution / resolve

Shutters Cape decides to implement in view of giving credence to the installation of the product will be acceptable to the client. The client also accepts liability to pay for any additional costs incurred by Shutters Cape in such an instance.