

## Commercial Terms

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### Value Added Tax

The quoted price is exclusive of V.A.T.

### Transport & Insurance (included in the price)

### Delivery

Estimate 12-16 weeks ex works from confirmation together with a deposit. Subject to confirmation of order. Delivery time is subject to "Force Majeure" due to strike, Civil Disturbances, public holidays, annual shut down or other causes beyond the control of Inpakt Group. Adequate samples of product, Packaging Materials and all information needed to ensure cancel construction and adjustments for the required duty must be supplied in time to avoid delays in manufacture.

### Terms of Payments

50% of total value with order. Balance of 40% due prior to shipment 10% after installation. Transport and commissioning charges due on presentation. Equipment remains property of INPAKT GROUP until fully paid for. Interest will be charged on overdue accounts or prevailing prime overdraft rates + 2% per annum.

### Validity of offer

This offer is valid for 30 days and is thereafter subject to final confirmation.

### Guarantee

INPAKT GROUP undertakes to repair or to replace faulty parts in the machinery supplied as per the scope of offer, and to make good of defective workmanship.

All new equipment is guaranteed for a period of **twelve months** (8 working/hours day shift) from delivery, excluding damages due to a test run not made by Inpakt technicians (bad inhouse asset care practices/management.), short circuit, bad maintenance, operator's carelessness or wilful misuse and what is out of the normal running of the machine. Inpakt Group is not liable for repairing machines that malfunction due to utilities (compressed air, water, power supply) related faults. Call outs for machines under warranty will be under the following conditions: if travel distance is within the 30km radius, the customer will not be charged for travel. For distances more than 30km, the customer is liable to pay for the fuel cost and travel charges at the prevailing AA rates. In these instances, the customer is liable for the costs associated with the call out (travel time, fuel, AA rates, labour costs accommodation costs and any other possible costs that might be incurred). Moreover, gears and normal wear parts and electrical/electronic parts are excluded

### Spares (consumables)

Critical spares will be supplied for each machine together with the copy of the detailed instruction and maintenance manual. **Future spares replenishment will be based on SLA between Inpakt Group and the customer.**

### Training and after sales support

We provide installation and training services for all of our equipment. At the time of installation, our technician will train your operators on the theory of operation and general preventative maintenance of your machines. After sales support will be always available at our standard rates excluding weekends and public holidays of R750 per/h and R5.5 per km traveled, or no charge if the machine is still under warranty. **The customer has an option to sign a Service Level Agreement (SLA) as part of the After Sales support package. This offers the customer preferential technical services support during stipulated times.**

### Standard Exclusions

The rigging, positioning and on-site handling of the equipment. Any civil works required to position the machinery. The service supply to the equipment, note that Inpakt is not allowed to work on client electrical supply by law, this

must be done by a suitably licensed electrician, this includes the connection of the supply to the termination points. Line controls up and down stream is not included unless specified in the costing structure.

**Liability**

INPAKT GROUP shall not be held responsible for any claims for damage to property, loss of production or injury to any persons arising from the installation, maintenance, use or operation of the machinery.

**Cancellation policy**

On custom-built machines, the deposit is non-refundable and 20% refund on standard machines.

**Design Rights**

INPAKT GROUP reserves the right to change machine standards at any time.

Please do not hesitate to contact us for further assistance. With best regards,

**ALEXI CHRISTIE** Sales & Marketing

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