

TERMS & CONDITIONS

1. PRODUCT PRICING AND QUOTATIONS

Rainbow Communication Consultants cc will endeavor to hold firm the prices listed in the current price list. However, due to the volatile nature of the R / \$ exchange rate, prices are subject to change without notice. Quotations must be in writing. Please ensure that you obtain written quotations from our Sales Representatives. NO VERBAL QUOTATIONS WILL BE HONOURED.

2. PAYMENTS

All payments are strictly cash on delivery.

3. ORDER PROCEDURES

Rainbow Communication Consultants cc requests that an official order number is given / faxed when placing any order with a representative from Rainbow Communications. This is purely a safety precaution for both Rainbow Communication Consultants cc and the customer.

4. RETURN POLICY AND PROCEDURE

Rainbow Communication Consultants cc will not accept a product back unless approval has been granted by the Management. Customers are requested to liaise with Management to obtain the necessary approval prior to returning goods. Once approval has been granted, all goods returned will be inspected before credit will be passed. Returns from sub-distributors will be approved only within 5 (five) working days from date of delivery. All product returned for credit must be accompanied by the above form (Completes), original invoice and all original packaging. Product will undergo technical evaluation before credit is passed if applicable. A handling fee will apply to goods returned 7 days after original purchase date or to goods requiring labour to make them saleable as new. Handling fee is set at Raicom's discretions.

5. LOANS

Rainbow Communication Consultants cc will supply equipment on a loan basis entirely at the Company's discretion. Loans are issued on a normal invoice and allocated to the customer. The customer is responsible for returning all loan equipment on the due date and in the same good condition it was loaned. Should loans not be returned by the due date, the customer will automatically be liable for payment of the invoice. The customer will be charged for repairing any damaged goods and a handling charge for incomplete packaging.

6. DELIVERY POLICIES

The delivery lead times quoted are only applicable to goods in stock from receipt of order.

7. STOCKING POLICY

While it is our policy to carry buffer stock on all our major product lines, there are certain products which will be subject to special order arrangements as they are not available ex-stock. Every effort will be made to execute your order as soon as possible; however, delivery may take a few weeks. Once placed, special orders cannot be cancelled or altered in whole or in part.

8. STOCK-OUTS

Orders placed for goods which are not in stock and/or not stock items will be subject to overseas shipping charges. An average delivery time of 2 to 3 weeks can be expected unless there are delays from our suppliers.

9. WARRANTIES

All products supplied by Rainbow Communication Consultants cc have a **carry in guarantee** for a period of one year. Some of our overseas suppliers have an extended warranty on various products. Please check with our administration department for specific warranties. **Call out fees to site will be charged.**

No goods will be accepted for warranty claims without the original invoice. Customers are requested to return as much of the original packaging as possible. Rainbow Communication Consultants cc does not accept liability in terms of warranty for any products damaged by lightning strikes, power surges, other environmental causes, physical abuse or misuse. In this case, products returned will be subject to repair charges. Rainbow Communication Consultants cc advises all customers to insure products against lightning strikes or power surges since these factors can damage a product beyond repair.

10. REPAIRS

Goods out of warranty can be sent to our technical division for repair. Customers will be quoted a fee to repair the goods, and if accepted, an official order for repair is required prior to commencement of work. All repairs are guaranteed for 3 months.

11. ACTIVE ACCOUNT

Credit and dealership accounts will remain active provided there is movement. Any account not active for a period exceeding 6 months will be closed. A new credit / dealer application will be required. Discount structures and credit limits will depend on past performance.

12. ERRORS AND OMISSIONS EXCLUDED

Our Price Lists and quotations are subject to the above conditions.

NAME & SIGNATURE:

DATE:

