Standard terms of supply: summary

Every order is placed under a written supply agreement, which we issue with our quotation. This page summarises its main commercial terms so you know what to expect. The signed supply agreement governs; where anything here differs, the agreement applies.

Orders	An order is binding once both parties have agreed the final order in writing. We confirm within three days of receiving an order whether we accept it or need to change it.
Prices	Quoted prices may change before an order is fixed. Once it is fixed, the price holds until delivery unless we both agree in writing that a change in scope changes the price.
Payment	50% on order, to secure materials before manufacture starts, and 50% within 30 days of delivery, unless the final order says otherwise. We do not offer credit facilities. Overdue amounts attract interest at the South African repo rate plus 3.5%.
Checking your order	Please check deliveries promptly and tell us of any apparent error in description, dimensions or quantity within five days of delivery. A signed delivery note confirms receipt in good condition.
Ownership and risk	Risk passes to you on delivery. Ownership passes once the goods are paid in full.
Warranty	Goods conform to the agreed order, specifications and drawings and are free from defects. We repair or replace non-conforming goods at our cost, for non-compliance found within 12 months of delivery. Product-specific cover is set out in our warranty policy.
Liability	Neither party is liable to the other for indirect or consequential loss, or loss of profit, arising from delay.
Law	The agreement is governed by the law of the Republic of South Africa.
Controlled items	Some optical products are controlled items. We may ask for end-user and end-use information, and some deliveries need permits before they can ship.

To receive the full supply agreement, ask when you request a quotation, or email info@chromar.co.za.

Warranty details: www.chromar.co.za/warranty/