



RENLAU Sharpening & Engineering (Pty) Ltd.

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Terms and Conditions of Sale:

The Renlaw Team appreciates your enquiry, and in order to ensure that there are no misunderstandings down the road, please familiarise yourself with the below T&C's.

Quotations and Orders:

- ✓ Prices quoted are based on the quantities stipulated in the quotation, prices may vary if order quantities are increased or decreased.
- ✓ Delivery ETA's and lead-times are estimated, and subject to workload fluctuations. Renlaw strives to adhere as closely as possible to these dates but cannot guarantee delivery on the quoted dates.
- ✓ The customer is responsible for ensuring that important sizes, tolerances and any other critical information are supplied to Renlaw prior to order placement. Acceptance of the quotation implies that the customer willing to proceed with manufacturing based on the information supplied to Renlaw.
- ✓ By accepting a quotation, the customer acknowledges that any manufacturing orders cancelled after commencement will be charged for, for work done up to that date.
- ✓ All items are supplied Ex. Works, Cape Town unless otherwise stated.
- ✓ Stenographic and clerical errors are subject to correction. Quotations issued by Renlaw are valid for a period of thirty calendar days, subject to withdrawal or alteration by Renlaw.

Orders and Payment:

- ✓ Renlaw requires an upfront 50% deposit on all C.O.D. orders, please send your POP referencing the enquiry number to accounts@renlaw.com, we will not start work on your order until payment is made.
- ✓ Unless otherwise mutually agreed, Buyer agrees to accept a quantity variation of plus or minus 10% of quantity ordered.
- ✓ Deposit payments are non-refundable once production has commenced.
- ✓ Acceptance of this quotation must be accompanied by an official company Purchase Order.
- ✓ The customer shall, on receipt of the order, inspect the goods and inform Renlaw in writing within 10 days of any discrepancies.
- ✓ The customer may only cancel an order if agreed to by in writing Renlaw Management and subject to charges indicated above.
- ✓ All goods remain the property of Renlaw until paid for in full.
- ✓ Risk for sharpened and/or reconditioned goods transported by Renlaw remains with the customer.
- ✓ C.O.D. payments are due in full prior to shipping/collection.
- ✓ Account customers may have their orders withheld if their accounts are in arrears.
- ✓ Overdue accounts may be charged 1% interest per month.

Warranty

- ✓ All goods manufactured by Renlaw are subject to a limited 6 (six) month warranty in respect of workmanship and latent material defects, dated from the date of delivery.
- ✓ Renlaw will repair and/or replace defective parts at our own cost once said parts have been determined, on a good faith basis, to be defective in terms of either workmanship and/or materials.
- ✓ The customer will be responsible for the transporting of any defective or replacement parts to and from the Cape Town works.
- ✓ Renlaw will not be liable to compensate the customer for any damages sustained whilst the products are being repaired or replaced. Renlaw will not be held liable for any other damages, including consequential damages, relating to the repair or replacement of said products.
- ✓ Unless specifically informed of the application of the product, Renlaw does not warrant that the product purchased will suit its intended purpose.
- ✓ As products are used out of our control, we do not offer a warranty on used or damaged parts.
- ✓ Any warranty offered by Renlaw will cease to apply if material specifications and material conditions supplied by the customer are incorrect or incomplete or if there is a change in operating conditions or and misuse, abuse or neglect on behalf of the customer.
- ✓ Unless otherwise informed/stated, Renlaw offer standard tolerances on the quoted items, the customer is required to inform Renlaw of any critical dimensions, fit-sizes and tolerances prior to order placement.
- ✓ It is not the intention of the Seller to manufacture any product which is an infringement of a patented article. Parts are made by the Seller strictly to specifications furnished by the Buyer or commercial standards of the industry. Unless otherwise stated herein, you will indemnify and save us harmless against any claim made or action brought against us on the ground that goods manufactured by us, for you, infringe any letters, patent, copyright, or trademark or trade names.

Best Regards – The Renlaw Management Team