

## TERMS & CONDITIONS

- All products displayed on this Pricelist are subject to availability.
- Kawena cannot always guarantee availability of stock and will endeavour to deliver a substitute line where possible.
- All prices shown on this Pricelist are quoted in South African Rands and are subject to increases due to exchange rate changes and price increases; This may be due to a lack of stock on the part of our suppliers, increased fuel, and transportation.
- Kawena reserves the right to discontinue or change the specifications of our products and services from time to time. These changes will be communicated to our customers by memos and official notices at each salespoint.
- Any query or claim submitted with the correct documentation (Customer contact number, order number) will be resolved within 5 working days.
- No cash refunds after 10 working days of any purchase order. Order value will be credited to customer account for use with next purchase.

### **Terms and Conditions for electronic orders**

**Orders made via Telesales (Phone):** It remains the responsibility of the customer to furnish the correct cell phone number or account number when making a purchase over the phone.

- Payments/Deposits by bank can take from 30minutes to 48 hours
- Once payment reflects and order completed, customer needs to verify that they received an SMS from Kawena with order number

**Orders made at Sales Points:** It remains the responsibility of the customer to furnish the correct cell phone number or account number when making a purchase at one of the salespoints.

- Payment at Sales Points will be cash or card and will reflect immediately
- Once order is completed, customer needs to verify that they received an SMS and receipt from Kawena
- Kawena guarantees the order value of South African products for 3 years; Products have a collection period of 24 months; therefore the amount will be credited to the buyer's account at Kawena
- Kawena guarantees the order value of Mozambican products including national cement for 6 months; Products have a collection period of 6 months; therefore, the amount will be credited to the buyer's account at Kawena
- Substitutions will be made according to the amount paid on the order.
- No substitution / exchange of building material orders including cement for food orders.
- Direct Home Delivery (EDC) will be charged for all areas and products on Main list (at warehouses) will be delivered within 5 days, depending on the availability / existence of the stock. A handling fee of R3.50 per bag will be charged for cement EDC.
- Once products are delivered, beneficiary will receive Kawena' s delivery note showing the items delivered. For verification purposes, the beneficiary will be required to produce a form of identification and sign;

- Mail orders (products per order) with Direct Home Delivery – EDC, will be delivered within the following days per zone. Zone A-B = 12 days, Zone C = 17 days, Zone D-E = 19 days depending on stock availability.
- There is no handling fee / charge for zinc sheets and round bars.
- Transport to the house (TAC) will be delivered upon presentation of the order at the warehouse.
- Mail orders (products per order) can be collected from the warehouses within the following days by zone. Zone A-B = 7 days, Zone C = 12 days, Zone D-E = 14 days depending on stock availability.
- Kawena uses a 3<sup>rd</sup> party for all deliveries services and cannot be liable for any damages or incident.
- Mobile warehouse (Madender) collections will happen only once a week (Friday);
- If the customer is dissatisfied with the product or service, he can use our Complaints book or contact the customer service line: 079 708 0344/011 4502203