

TERMS AND CONDITIONS OF SALE AND INSTALLATION

By accepting the quotation and placing an order with ParaGone Aluminium ("the Company"), you, as the customer, acknowledge that you have read, understood, and agreed to the following Terms and Conditions:

1. **Compliance with Standards**
All windows and doors supplied and installed by the Company comply with AAAMSA standards and regulations.
2. **Electricity Supply for Installation**
The customer must ensure that electricity is available on-site within 15 metres of the working area. If not, a generator will be hired at an additional cost of R360.00 per day, which will be charged to the customer.
3. **Delivery Delays**
While every effort is made to meet agreed delivery dates, the Company and its Directors accept no liability for delays beyond their control.
4. **Interest on Overdue Accounts**
Interest will be charged at a rate of prime plus 2% per month on overdue accounts.
5. **Payment Terms Despite Delayed Delivery**
If a delivery date is postponed at the request of the customer, payment must still be made as per the originally agreed-upon date.
6. **Supply-Only Orders**
Unless otherwise stated, quotations for "supply only" do not include delivery to the site.
7. **Retention of Ownership**
Ownership of all goods supplied remains vested in the Company until full payment is received. In the event of non-payment, the Company reserves the right, after giving seven days' notice, to cancel the contract, retain all monies paid, and reclaim delivered goods without prejudice to any other legal remedies available.
8. **Planning Approvals**
The Company is not responsible for the preparation of plans or obtaining any necessary approvals from authorities.
9. **Site Readiness**
Structural openings must be clean and square before installation. Additional costs will apply for excessive packing or delays caused by site conditions.
10. **Restoration of Disturbed Surfaces**
Unless expressly agreed, the Company does not undertake making good of disturbed surfaces, including painting and touch-ups.
11. **Charges for Abortive Site Visits**
Any failed site visits due to site unpreparedness will be charged to the customer.
12. **Protection of Installed Products**
Windows and doors are protected with plastic during installation. The Company and its Directors are not liable for damage caused by plastering, impact, or other external factors post-installation.
13. **Scaffolding Requirements**
If scaffolding is required, its supply and erection are the responsibility of the customer or contractor.
14. **Delays Caused by Other Contractors**
Additional charges will apply for time lost due to delays caused by other contractors or service providers.

15. Responsibility for Delivered Goods

Once delivered, goods become the customer's responsibility for protection and safekeeping. Alternatively, a dry, lockable storage area must be provided for materials and installation tools.

16. Alterations Post - Manufacture

Any modifications requested after manufacturing, which deviate from the client's original specifications, will be charged to the client.

17. Liability for Disturbed Finishes

The Company will take reasonable care during installation but will not be held liable for any damage to finishes, including broken or chipped tiles.

18. Damage to Concealed Piping

The Company is not liable for any damage to concealed piping that may occur during installation.

19. Removal of Cabling

It is the client's responsibility to remove any security, alarm, telephone, or other cabling prior to installation. If the Company is required to remove such cabling, it will be the client's responsibility to arrange for reinstatement.

20. Loss or Damage to Valuables

The Company and its Directors accept no responsibility for the loss or damage of the client's valuables. The client must ensure that all valuables are removed from the working area before installation begins.

21. Provision of Sanitary Facilities

The customer must provide toilet facilities on-site for installation personnel.

22. Glazing Certificates

If required, a glazing certificate will be issued at an additional charge of R395.00 excluding VAT.

23. Rubble Removal

If requested, rubble removal will be charged as an additional service.

24. Ironmongery

Standard ironmongery for doors and windows will be supplied unless otherwise specified by the client at the quotation stage.

25. Complaints and Defects

Any complaints or concerns must be submitted in writing within three days of project completion. Thereafter, the project will be deemed satisfactory, and any additional work will be charged accordingly.

26. Personal Liability for Non-Payment

In the event of non-payment for products supplied and/or installed, the Company reserves the right to hold the owner, director, CEO, or any authorized representative of the customer personally liable for the outstanding balance.

These Terms and Conditions are governed by the laws of South Africa. Any disputes arising shall be subject to the jurisdiction of the relevant South African courts.