

TERMS & CONDITIONS

Payment Terms

- Payment terms on all installation inclusive contracts: 100% Deposit is required on placement of orders. Progress payments may be requested depending on contract roll out/contract size.
- Payment terms on supply only contracts: 100% Deposit on acceptance of contract.
- All deposits will be kept in a separate deposit account until “practical completion” is achieved.
- Receipt of signed quotation and/or proof of payment is deemed as acceptance of contract and of our terms and conditions.
- EFT payments into bank account only, any costs incurred through cash deposits into our account will be for the customer’s account.
- In the case of a cheque deposit arrangement made – Contract will only be marked as accepted when funds clear in our account.
- Unless expressly agreed otherwise, all invoices are due and payable upon presentation.
- No retention money is applicable and final payment is due on practical completion (The stage of completion where the works or a section thereof is substantially complete and can effectively be used for the purposes intended). All our work is guaranteed and any snags will fall under the guarantee.
- No Guarantees will be applicable unless all monies are paid in full.
- All products manufactured, delivered and/or installed shall remain, in total, the sole property of Home Owners Friend Pty (Ltd) until paid for in full.
- Cancelled orders will be subject to R450.00 handling/administration fee. Should any material purchases have been made by Home Owners Friend Pty (Ltd) – the cost of any customised goods will be charged for.

Guarantee

Workmanship is guaranteed for 12 months. Hardware items carry supplier guarantees.

Measurement and Preparation

- The quotation is based upon the measurements quoted and the site preparation is the responsibility of the Client unless quoted. Any size changes will be charged for accordingly.
- The plans of the building will be pre-measured before work commences unless the contract is supply only in which case it is the clients responsibility to provide all sizes and quantities.
- Work is performed to measure and once work has commenced it cannot be cancelled or varied in any manner whatsoever. Should changes be required, the Client undertakes to pay for all costs already incurred by Home Owners Friend Pty (Ltd) in the execution of this order whether fully or partially completed.
- Whilst every endeavor is made to ensure the accuracy of our quotes, we accept no liability for errors or omissions that may be found to have occurred. The Client is advised to carefully study the quotation to establish the accuracy thereof.
- Any changes to the quote will be in writing, No verbal changes to the quote will be accepted and if so, Home Owners Friend Pty (Ltd) will not be held responsible for any errors.

Work Execution

- A Lead-time of +/- 15 working days applies to all work. Special order items or colours may take longer and will be advised as required by Home Owners Friend Pty (Ltd).
- This quotation is subject to the express condition that Home Owners Friend Pty (Ltd) shall in no way be liable for any consequential loss, damage or delay to the customer arising from an Act of God, Act of State, breakdown of equipment, labour dispute, war, riot civil commotion, transport delay or any other causes beyond the control of Home Owners Friend Pty (Ltd).

Delivery

- Goods delivered with protection will be deemed to be in good condition.
- The risk in and to the goods sold and delivered by Home Owners Friend Pty (Ltd) to the Client shall pass to the Client upon delivery.
- Once goods are delivered Home Owners Friend Pty (Ltd) accepts no liability should damage occur. Home Owners Friend Pty (Ltd) will not be responsible for any loss, theft or damage to existing property or personnel injuries.

Site Visit

- Any contractor's registration fees "to get access to a security complex" will be for the clients account unless otherwise agreed to in writing.
- All work and Installation will take place between Mon –Thursday 8:00-17:00 and Fridays 08:00 – 14:00 unless otherwise arranged.
- Duration of installation will vary depending on the status of the building once work commences.
- After hours and weekend installation will be charged for if Client insists installation proceeds after hours.
- If our installation teams are required to work according to Clients time schedule, "split installations" a new installation date will have to be scheduled.
- Home Owners Friend Pty (Ltd) will not guarantee waterproofing on top of tiles.
- We will not be held responsible for floors or walls that are not level. Any adjustments will be for Clients account.
- Home Owners Friend Pty (Ltd) cannot be held liable for tiles cracking and breaking when drilling for dust sockets.
- Home Owners Friend Pty (Ltd) cannot be held liable for damages to plaster and paint work.
- Whilst we will endeavor to meet the required dates, such date shall not constitute a material term of this contract and any failure to adhere to such proposed date shall not entitle the Client to cancel this contract or to relieve him from his strict performance of all his obligations.

Exclusions

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Compliance Certificate

- Regulated work to be carried out as per SANS standards.
- Certificates will only be issued once final payment has been received.

Acceptance of Quote.

- The contract will only commence once the quotation has been signed and deposit has been paid in full.
- All quotations are compiled based upon the information and specifications provided by yourself (or your professional consultants)
- Notwithstanding the terms of an accepted quotation, should the information, specification or any other relevant factors leading to a quotation be materially altered at any time, Home Owners Friend Pty (Ltd) may include the costs and fees related to such alteration in its interim and final invoices.
- All quotes remains valid for 30 working days only.
- Home Owners Friend Pty (Ltd) will not be held liable for any errors or omissions. It remains the clients' responsibility to confirm that all items are covered in the quote.
- The client confirms that they have read all above conditions, and have accepted such.

We reserve the right to change these terms and conditions from time to time in our sole discretion. In the event of any violation of these Terms and Conditions,

We reserve the right to seek any and all remedies available, whether by law or in equity.

