

J HASKINS AND SONS (PTY) LTD

GENERAL TERMS & CONDITIONS OF SALE

1. Goods not collected within 3 months will be sold to defray expenses.
2. The decision to accept goods for credit is at the sole discretion of J. Haskins and Sons.
3. There will be a 10% handling fee for goods correctly supplied (whether purchased on credit or cash).
4. If goods are accepted for credit, the credit will be affected as follows:
 - a. For cash or card purchases by an individual:
 - i. Cash will be refunded up to a maximum of P500.00 only.
 - ii. For values above P500.00, a cheque will be issued in the individual's name. Positive proof of identification will be required.
 - b. For cash or card purchases by a company:
 - i. A cheque will be issued in the **company name**.
 - c. For purchases on a credit account:
 - i. A credit note will be passed on the account.
5. Payment by Debit or Credit Card:
 - a. If payment is made using a card that requires a PIN to be entered at point of sale, then no proof of identification will be required.
 - b. If payment is made using a card that **does not** require a PIN but requires a signature, then proof of identification **will be required**.
6. Technical Specifications:
 - a. Haskins is not in a position to specify exact technical requirements.
 - b. Haskins employees may offer product advice for which the company does not accept any liability.
 - c. Customers accept advice given by Haskins employees **at their own risk**.
 - d. Haskins cannot be held responsible for goods incorrectly purchased or any occurrences / incidents arising therefrom.
 - e. Technical specifications and / or quantities purchased are the responsibility of the installer / user / purchaser.
 - f. If a customer is unsure about their requirements please seek **professional on-site assistance**.
7. For Full Terms & Conditions of sale and return please visit www.haskins.co.bw/terms.pdf

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GOODS RETURN POLICY

Goods may be returned for credit subject to the following conditions:-

1. No returns more than 7 (seven) days after date of purchase.
2. The original invoice must be provided as proof of purchase.
3. Goods may only be returned to the Haskins branch from which they were bought.
4. Goods must be in original sealed packaging.
5. Goods must be unused and in original / sale-able condition.
6. The decision to accept goods for credit is at the sole discretion of J. Haskins and Sons.
7. There will be a 10% handling fee for goods correctly supplied (whether purchased on credit or cash).

PLEASE NOTE THAT THE FOLLOWING GOODS **MAY NOT** BE RETURNED:

1. **SPECIAL ORDERS**
2. **ANY GOODS** that have been cut/altered and have been correctly supplied. For example: shade net, chain, rope, wire rope, pipe, gasket material, hose, submersible cable etc.
3. Spanners
4. Staples
5. Punches
6. Door locks
7. Various paints, adhesives, sealing products
8. Tinted paints
9. Spray paint
10. Welding rods
11. Nails
12. Grinding and cutting Discs
13. Batteries
14. Cement
15. Any Electrical items (geysers, elements, torches, bulbs, switches, pumps, control box, motor. etc)
16. Industrial products worth less than P50.00 (Bolts, nuts, etc)
17. Any other goods deemed by Management to fall in this category.

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CUSTOMER WARRANTY PROCEDURE

If there is a **manufacturing fault** with a product under normal use conditions and within the warranty period then please take note of the terms below and adhere to the following procedure:

1. Report to security at the door with the product and the original invoice.
2. A Supervisor/Foreman will be called to discuss the problem and record details of the fault.
3. If the Supervisor/Foreman feels that the fault **MAY BE** a warranty claim then the customer will be issued with a return slip as proof that Haskins is in possession of the goods.
4. The warranty claim will be assessed by Haskins technical staff in conjunction with the manufacturer.
5. No product will be repaired or replaced until a proper warranty assessment has been carried out.
6. The warranty assessment will be conducted as soon as possible but will not be immediate.
7. There is no warranty for goods that have been abused.
8. There is no warranty on electrical components.
9. The decision to award a warranty claim is at the sole discretion of J Haskins and Sons and the manufacturer.
10. Definition of warranty: A warranty is a guarantee given to the purchaser by a company stating that a product is reliable and free from known defects and that the seller will, without charge, repair or replace **defective** parts within a given time limit and under certain conditions.
11. Warranty **does not cover** damage resulting from misuse, accident, negligence, modification or alteration to hardware or software, tampering, unsuitable physical or operating environment beyond product specifications, improper maintenance, or failure caused by other outside factors such as electricity surges, for example.
12. Definition of second hand: owned or used by someone else before you.
13. **Please Note**: Haskins does not sell second hand items as new.
14. Goods not collected within 3 months will be sold to defray expenses.

The logo for Haskins, featuring the word "HASKINS" in a bold, white, serif font. The text is centered within a red rounded rectangle that has a white border and a slight drop shadow.