

# **TERMS AND CONDITIONS OF SALE**

## **Orders**

1. Rothenberger-Tools SA (Pty) Ltd will accept orders by fax to +27 (0) 11 372 9632 or the original written order signed by the buyer.
2. Orders must include the following details : Date, Order No., Product code & Description and name of the buyer.
3. A minimum order of R500 is expected to ensure delivery. Smaller orders will be for collection.
4. Delivery by Rothenberger-Tools SA (Pty) Ltd is only carried out with the borders of South Africa.

## **Returns**

No returns are accepted without prior approval by Rothenberger-Tools SA Management. In general, returns are only accepted for faulty goods or goods for repair.

1. Returned goods MUST be accompanied by the INVOICE and ORIGINAL PACKAGING. Valid reason for return must be given in each case.
2. Rothenberger will issue a GOODS RETURNED NOTE which must be signed by the Customer
3. Returned goods must not be older than 6 months (from date of invoice)

Credit, if agreed beforehand, will be issued only on new, unmarked merchandise returned in original shipping containers. A 10% restocking and handling fee may be applied at the option of Rothenberger-Tools SA (Pty) Ltd.