

## Terms and Conditions

1. The above prices are NETT, exclude VAT (unless otherwise stated) and are valid for 7 days
2. The latest products only run on Windows 10 Professional & Enterprise.
3. We shall not be held responsible for:
  - a) Faulty or inadequate equipment should you purchase, or have purchased, the hardware elsewhere
  - b) Any application software or operating system software defects or exclusions leading to the malfunction of systems, peripherals and/or hardware components
  - c) Faulty or absence of RS232/Ethernet or flashcard devices
  - d) CNC Program format information or post processor customisation
4. We will be obliged to charge for the repeated attempts at installation or configuration of software supplied by Stillam and any software and hardware not supplied by Stillam, at an hourly rate of R450.00 VAT excl. if on maintenance. A R350.00 call out fee will be charged for all callouts. **There is no support for clients that are not on maintenance.**
5. A R1500.00 administration fee will be charged per manual license revoke.
6. Prices and specifications are subject to change without prior notice due to fluctuations in the exchange rates
7. Payment is strictly cash on presentation of invoice. Proof of payment is thus required prior to delivery unless otherwise stated
8. By sending Stillam a company purchase order you accept Stillam's Terms & Conditions
9. Delivery and installations outside Gauteng area exclude travel and accommodation. Unless stated otherwise, all Hardware supplied by Stillam has a full 1 Year Carry-in Warranty on parts only. Printers have a 1 Year. Carry-in Warranty on parts only
10. Goods remain the property of Stillam until paid for in full
11. A handling fee of 20% will be charged for orders that are refused delivery or collection
12. No cancellations will be accepted after goods have been received or services rendered
13. Call-outs and labour charges are at the ruling rate per hour, excluding travel
14. Travel will be charged at AA rates
15. Accounts in arrears:
  - a) Interest on accounts in arrears for 30 days will be charged at the ruling prime interest rate plus 3% calculated on a daily basis for amounts overdue as invoiced
  - b) Interest on accounts in arrears for more than 30 days will be charged at the ruling prime interest rate plus 10% calculated on a daily basis for amounts overdue as invoiced
  - c) In the event an account is subject to be handed over to a third party for collection, a R5,000.00 penalty fee will be added to any outstanding balance for administrative purposes.
16. All our software is subject to Hexagon Software End User License Agreements
17. Additional modules can be added at any time provided the SLA (Software License Agreement) is current
18. Any expired SLA contracts that are not renewed within 3 months of date of expiry will be charged with a 20% lapsed maintenance fee
19. To re-in state SLA contracts that have lapsed for more than three months, you will be charged for a full years back dated maintenance, as well as one year forward
20. Re-activation of modules that have been removed will be charged at full retail value
21. Intellectual Property of Stillam, including non-purchased Post Processors are only accessible to systems on active SLA contracts.
22. Lost or stolen systems are replaced at full system value and clients are advised to insure their systems or add Hexagon's All Risk cover at 3% of system value onto the SLA contract
23. By signing this agreement, you agree to Stillam's POPI Act policy

24. Stillam CNC Programming Solutions reserves the right to amend/change the terms and conditions of the sale without prior notice.

### Payment Options

1. All payments excluding deposit, will be of equal value over the payment term and must never vary
2. Should you choose one of the payment options, no discounts will be allowed for early ordering
3. No deductions may be made to any of the instalments and no amounts may be offset against payments for the duration of the term for any reason whatsoever
4. By completing this mandate form you give Stillam the authority to perform direct debits off the account listed in the debit order mandate
5. You accept that if you default on any one instalment, the remaining outstanding amounts including administration charges are payable immediately
6. Interest will be charged on default payments as set out in our standard Terms and Conditions
7. Payment terms will only be accepted if a debit order mandate has been completed in full and accepted by Stillam
8. Key files will be issued monthly until the system is paid in full
9. Extended payment terms attract an administration fee as detailed below:
  - a) 3 Month payment at 8%
  - b) 6 Month payment at 10%
  - c) 12 Month payment at 12%

### Acceptance of terms and conditions

We accept the above Terms and Conditions and wish to purchase the items initialed in the corresponding quotation. (Please sign below and email to [admin@stillam.com](mailto:admin@stillam.com))

Name: \_\_\_\_\_

ID No: \_\_\_\_\_

\_\_\_\_\_

Signature