



1. **HOURS OF TRADING:**
Pelican Systems Pty Ltd is open from 7.00 am to 4.30 pm Monday to Friday and on Saturday from 8.00 am to 12.00 noon. Should you require materials outside of our standard hours please contact our sales staff who will make arrangements to assist you.
2. **DELIVERIES:**
 - a) Transport charges will be levied according to the distance from source of distribution and the prevailing cost of transport.
 - b) We will deliver to the nearest access point to the site and it is the responsibility of the purchaser to distribute the goods from this point.
 - c) Pallets are the property of Pelican Systems. Delivered pallets will be charged out as per price listed and credited on return.
3. **CLAIMS & RETURNS:**
 - a) We do not accept responsibility for any goods damaged in transit unless the goods have been delivered by our own transport. Outside collections are deemed to have taken responsibility of the goods once they have signed our delivery note and have left our premises.
 - b) No goods will be accepted for return if received more than ten (10) days after the original despatch date. The acceptance of returned goods is subject to an inspection of the goods and only goods fit for re-sale will be credited, subject to a restocking fee of between 10% and 15%.
 - c) It is the responsibility of the purchaser upon receipt of the goods and prior to installation or other processes to inspect the goods for any defects. Pelican Systems Pty Ltd will at its own discretion replace any defective goods. However no claims for labour or other costs incurred in the use of the said materials will be entertained. Inspection prior to installation is important.
4. **OWNERSHIP OF THE GOODS:**
Ownership of goods purchased from the seller will only pass on to the purchaser once the goods have been paid for in full.
5. **AVAILABILITY:**
Only the goods listed in our price list will be for sale. Non stocked and special items are subject to our lead times dependent on the various suppliers. Please confirm when placing non-stock orders.
6. **HANDLING:**
All goods purchased from Pelican Systems Pty Ltd are to be handled, stored and installed in strict accordance with our instructions. No claims will be entertained for improper treatment and storage of the goods.
7. **PRICE CHANGES:**
All prices listed are subject to final confirmation and Pelican Systems Pty Ltd reserves the right to adjust prices without prior notice to accommodate any change in costs due to factors beyond our control.
8. **QUOTATIONS:**
 - a) Acceptance of Pelican Systems Pty Ltd quotations must be confirmed by means of a written order within 15 days, unless otherwise stated.
 - b) Quotations based on discounts off the Pelican Systems Pty Ltd list prices will apply to the prevailing list price at the time of delivery unless otherwise stated.
 - c) All quotations are subject to Pelican Systems Pty Ltd General Terms and Conditions of Sale.
 - d) To ensure you are charged the correct prices please refer to our proforma invoice order number and the contract name on your order.
9. **SETTLEMENT DISCOUNT:**
The default / standard settlement discount for account holders is 2.5% for payment within 30 days of statement.
This is deemed to be the last trading day of every month.
Other options available include payment within 5 days of statement for 3.5% or 15 days from statement for 3%.
It is the responsibility of the purchaser to ensure that the payments are reflected in one of the Pelican Systems bank accounts (listed below) on or before the required payment date in order to qualify for the settlement discount.
10. **PAYMENT TERMS AND INTEREST:**
Unless otherwise agreed in writing all amounts reflected on THE SUPPLIER'S invoice are payable within 30 (THIRTY) days from date of statement and failure to make any payment on due date shall render the full amount owing payable immediately, together with interest at the maximum rate permissible in law on all overdue amounts.
11. **V.A.T.:** All prices are listed excluding V.A.T.
12. All information on this document was correct at the time of going to press. It, however, is not binding and Pelican Systems reserves the right to change or amend any information without prior notice when necessary.
13. Cash payment is discouraged on our premises in the interest of the safety and security of our staff and customers. Cheques or cheque deposits are no longer accepted.
We encourage payment by any of the following methods: electronic fund transfer, debit or credit card. A PC terminal will be available on our premises should you wish to pay by means of electronic transfers.
14. **BANKING DETAILS:** Pelican Systems
Investec Bank Limited 40005095302 | **Standard Bank - Durban North** 051424878 | **FNB - Briardene** 62354641732 | **Absa - Durban North** 4079124790 | **Nedbank - Business Banking** 1021506133