



Postech Direct Terms and Conditions:

Quotation:

- Quotation is valid for 7 days or while stocks last.
- **Installation of system can take up to 7-14 working days subject to stock availability.**
Please Note: orders will only be placed once all signed documents have been received and the deposit has been paid.
- 80% deposit is required to confirm order and the balance is payable upon day of installation.
- Sale is subject to stock availability.
- Prices exclude VAT @ 15%. (Unless stated otherwise)
- A POS purchase Software license will only be issued once the full amount of the quote has been paid.
- Any Postech Direct Value Bundle selected has a minimum contract period of 12 months.
- Neither Postech Direct nor any of its employees will be liable for any negligent or innocent misrepresentations made to the customer.
- It is the sole responsibility of the customer to determine that the goods or services ordered are suitable for the purposes of intended use.
- Please note that this quotation is subject to our standard terms and conditions.

Point of sale software rental and purchase license keys:

- All POS purchase software license keys packages have no refund policy.
- All POS Software rental license key packages have a no refund policy.
- All POS software and POS hardware rental packages have a 12-month contract.

Point of sale training, data base, call outs and prepping of hardware:

- All POS software training has no refund policy.
- POS Software prepping and POS hardware prepping has no refund policy.
- POS data base importing has no refund policy.
- POS call outs have a no refund policy.

Point of sale software backups and POS data lost:

Postech Direct shall under no circumstances, be liable, either in contract or otherwise for any damage or injury caused to the customer, its employees, agents or any third parties. Including, without limitation, any direct and or indirect or consequential damages, expenses, costs, profits, lost savings, earnings, interruption to business activity, lost or corrupted data or other liability arising out of or related to The Services provided by Postech Direct or out of installation, de-installation, use of, or inability to use the customer's computer equipment, hardware, software, or peripherals. The customer will, upon demand, indemnify Postech Direct in respect to loss, damage or injury arising from the provision of our Services. Postech Direct has no liability to the Customer for data loss or damage incurred in any circumstances whatsoever.

Point of sale rental agreement:

- Postech Direct does hereby rent to Merchant certain Point of Sale (POS) device(s) (terminal or POS equipment) that will be used by Merchant for a monthly rental fee collected via debit order Initiated by Postech Direct. Merchant hereby acknowledges that the equipment is the property of Company.
- Postech Direct can collect and uplift POS rental equipment at customer premises at any time the rental agreement debit order is not paid.
- Postech Direct reserves the right to cancel this Agreement at any time and for any reason and demand return of the equipment from Merchant.
- At no time during this Agreement shall Merchant allow any personnel other than Company's employees or specified agents to work on or perform any download activities upon any rental Terminals.
- Terminal shall remain at the merchant's address and shall only be used by merchant's Personnel.
- Merchant shall be responsible for full replacement or repair costs of rental terminal should Terminal become damaged or stolen during this Agreement.

- Postech Direct Monthly User License Agreement will endure for a minimum period of 12 months commencing on the date of signature.
- Please note all POS rentals, operating leases and maintenance agreements are subject to annual escalation – refer to rental agreement contract.
- Please ensure all data is backed up prior to the moving of systems as we accept no responsibility for any data loss as the onus rests on the store manager / owner in this regard.

Hardware purchase return:

All our hardware carry's a manufacturer's warranty of at least 12 (twelve) months. All returns must be delivered to us within 5 days of the purchase date. All returned items must be in a new and unused condition, with all original tags and labels attached. No refunds or exchanges will be given after 7 days of purchase.

POS Support, Installation and Annual License Fees:

- POS Software is licensed per computer. Postech Direct reserves the right to not re-issue a license should the correct documentation not be supplied for any replacement workstation not supplied by us. It is the customers' responsibility to liaise with a Postech Direct consultant for all the necessary requirements before the decommissioning of any workstation.
- Postech Direct will not be responsible for maintenance, support, or repair of hardware which we do not supply.

Training and Installation:

We only train the owner and manager onsite or at our office.

- It is up to the owner and the staff to ensure they are available during this period to experience the full extent of the training.
- It is up to the owner / staff to ensure that the designated area where the point of sale will be installed is cleared and ready before the technician arrives, this is to ensure that no unnecessary time is wasted while installing the hardware.
- The training and installation have a maximum time of 2 hours per training day over 3 days. This is a total of 6 hours.
- Training sheets will need to be signed off.
- A Product Manual will be provided with the system.
- Owners and manager need to understand how computer function, have stock control and POS experience.
- **Additional training is available at any time and will be charged at our standard rates of either R1500-00 ex-VAT per day or R750-00 ex Vat half day; prices are subject to change without notice. (Training is not included in maintenance contracts or leases)**

Setup of Stock File:

- Postech Direct undertakes to setup the client's stock file off site before the installation priced at R 2000.00 ex vat.
- The data needs to be provided in a format that is required by Postech Direct.
- Data base integration will be signed off by customer.
- Postech Direct take no responsibility once data base document is signed off.

Support Services:

- Standard Callout: R 650.00 ex vat
- After Hours: Weekdays & Saturdays Sundays & Public Holiday R 950.00 ex vat
- Remote Assistance: NON-SUPPORT CONTRACTS R 250.00 P/H
- Additional Travel R4.50 ex vat per km - both ways calculation quote needed.

Callout Times:

- Standard: Scheduled by technical consultant - 09.00AM – 17.00 PM
- Critical & After Hours: Excluding travel time - Anytime 2 – 4 hours turnaround.
- Business hours are between 08:00am and 17:00pm – MONDAY TO FRIDAY
- Call out distances are calculated from our offices at 6 Kingfisher Street, Horison View, Roodepoort
- All prices strictly Cash on delivery (COD) and pricing is vat excluding.

Third Party Repairs:

- Standards call out fees apply.

- Installs, reinstalls, and uninstalls of equipment onsite charged at standard rates.
- Repairers may charge a quote rejection fee, Payable by the client.

Warranty Repairs:

- Standard call out fees apply.
- Installs, reinstalls, and uninstalls of equipment onsite charged at standard rates.

Operating System and data base Reinstall:

(Prices do not include travel and delivery):

- System Rebuild (Re-Install Operating system, point of sale Software, Drivers, Restore data, SQL services @ R1 350.00- R1 650.00 ex vat (2/3 hours @ R650.00 p/h)

Network Cabling:

- Standard call out fees apply.
- Per point fee of R650.00 ex vat
- Cables charged at per running meter. Connectors, boots etc charged individually.

Other:

- Finance Rental Agreements are subject to credit approval.
- Errors and Omissions Excluded (EOE).
- Any delivery note / job card signed by the customer or his employee or a courier shall be deemed as proof of delivery to the customer.
- This Agreement becomes final and binding on the Customer on signature hereof by the customer. Cancellation will result in ALL monies becoming due and payable to Postech Direct.