

Terms of Sale

VAT

All prices are excluding VAT.
VAT is shown at the rate of 14% at the end of each document.

PRICES

Due to the volatility of the Rand on the World Markets, we are only able to keep these prices held for a maximum of 7 days from the date of issue.
If the value drops dramatically, however, we reserve the right to adjust the attached quoted prices immediately and without notice.

DELIVERY

Delivery dates for non-stock goods are given as a guideline only.
Lead times vary depending on supplier production and on availability of flights or vessels.

RECEIPT OF GOODS

The client must ensure that someone will be present to sign and receive the goods on the date of delivery. Notice will be given to the client before dispatch takes place. As soon as goods have been collected or delivered, goods must be checked by the client.

DAMAGES OR SHORTAGES

These must be reported to Mercury Fittings cc within 7 working days of receipt of goods and confirmed by email or fax by client. Thereafter goods will be charged for at normal selling rate.
In the case of damaged goods, Mercury Fittings cc has the right to request photographic evidence and/or the item to be returned to Mercury Fittings cc for inspection.

PAYMENT

A 50% deposit of the total VAT inclusive order value is required against all orders that are not in stock with Mercury Fittings cc. This payment will be required before Mercury Fittings cc can process orders with their suppliers.
The balance of the full payment is expected before goods will be released for dispatch to the client.
For stock items, payment is required in full, in advance, before goods will be released for dispatch to the client.

TITLE OF GOODS

The goods shall remain the property of Mercury Fittings cc until full payment has been received from the client.

RETURNS

Goods will not be accepted for return without prior agreement and subsequent inspection by Mercury Fittings cc. There will be a minimum 35% handling fee on goods that are returned.
Special ordered goods that are non-stock will not be accepted for return.
Cancellation of orders will incur the handling fee dependent on what was ordered or if it was from stock.
Only goods in original packaging, with all parts accounted for and in a re-saleable condition will be considered for return.
Returned goods will either be given a credit on the clients account or a cash refund, this will be determined by Mercury Fittings cc.

QUOTATIONS

Any Quotations, estimates or prices given by Mercury Fittings cc are given in good faith and are not binding until such time as the order is accepted by Mercury Fittings cc.

CONFIRMATIONS

All Quotations and/or Proforma Invoices will need to be confirmed by the client in writing via email or fax.
It is the client's responsibility to make sure we have met and understood all requirements. The onus is on the client to ensure all items, finish and quantities quoted for are correct.

Mercury Fittings cc is a supply company only and is not responsible for installation of goods.
All items must be installed by a qualified carpenter, builder or plumber. The onus is on the client's fitter/installer to ensure items are installed correctly and in correct locations.
E&OE.

Mercury Fittings cc

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