

ZENZELE BRIX – Terms and Conditions

ORDERING:

When you make a sales enquiry, ask for a written quotation, please check all the details carefully, delivery address, product and colour, contact details. Let us know immediately if there are any errors. If in doubt ask for samples to make sure that you order the correct product. Unfortunately no product can be exchanged if delivered according to the pro-forma invoice. The client must ensure that the documentation supplied by Zenzele reflects the correct product and colour before the payment is made. Receipt of your payment implies acceptance of our written offer subject to the terms and conditions as published on this website and on the back of our invoice.

- **PRICE:** The price payable is the ruling price at the time of dispatch of goods.
- **CONDITIONS OF SALE:** Your order implies your acceptance of these terms and conditions

PAYMENT CONDITIONS

- Cash, cheques (Personal, Business, Bank or Bank Guaranteed), Electronic transfers.
- All cheque payments are subject to a minimum 7-working-day clearance.
- Electronic Transfers may take up to 3 working days to reflect on our bank statements if the transaction is between different banks.
- For your convenience we have bank accounts with ABSA, FNB and Standard Bank
- The date of Order will be considered as the date on which your payment reflects on our bank statement or when funds are cleared.

WARRANTY CLAIMS

Claims will only be considered if the installation of the paving was done according to SABS specifications. Zenzele reserves the right to use an independent source to investigate claims and installation methods used.

BREAKAGES:

Due to the nature of the product, please accept that breakages will occur during the normal transportation of goods from the factory to the site. Allow the following breakage percentages:

- Plaster Bricks up to 8%. Face Bricks up to 5%. Paving Bricks up to 5%
- No breakage claims will be accepted for breakages falling within the above limits.

DELIVERY LEAD TIMES:

Zenzele will endeavour to do all deliveries as soon as possible.

- Please note however that delivery lead times are subject to availability of product and trucks, weather conditions and receipt of payment.
- Full loads (200 m2 pavers, 10 000 bricks) receive preference over part loads.

Please contact Anita at dispatch 079 4911 809 to confirm delivery dates and availability of transport.

OFFLOADING:

- To avoid problems we do need contact details of a responsible person on your site.
- Bricks and pavers can only be offloaded on a level area, next to the truck.
- Trucks may NOT enter customer's property or offload over boundary walls or fences, unless the customer agrees in writing. Should this be required, it is then done at customer's own risk, and Zenzele Bricks cannot be held responsible for resulting damages to buildings, paving, gates, fences or any other property or person.

ACCESS TO SITE:

- It is the responsibility of the customer to notify our Sales Person (at the time of purchase) of any difficulties to access the delivery site. This includes panhandles, small pavements, poor road conditions, steep slopes dead ends, etc. If in doubt please ask for a site inspection. Ensure that there is enough space for the load.
- Should you live in a Security Complex, please advise our Sales Person of the policies of the complex relating to acceptable truck sizes, labour, delivery days and delivery times. Delivery charges will not be refunded if a delivery cannot be done due to problems at the customer's site. A new delivery charge will be due for a repeat delivery of a returned consignment.

COLOUR:

- Concrete Stock Bricks, Plaster Bricks and Base Clinkers are for plaster purposes only. No claims will be accepted for variation in product colour.
- Rock Face Bricks - Bricks may vary in colour tone and shade within the block, and from one production run to the following. To prevent colour banding, bricks should be blended on site by taking small quantities of bricks from as many different packs that are available, and stack these in a wheelbarrow for direct use by the bricklayer.
- Efflorescence - This is due to dissolved salts in the cement and aggregates migrating to the surface and forming a white crystalline layer, which is soluble in dilute acid. Efflorescence is influenced by rain with subsequent drying. This may affect the colour of bricks and pavers, but can be removed by washing with diluted hydrochloric acid. 1 Part acid mixed with 20 parts water. (Pool acid can be used if it is hydrochloric acid.) Zenzele does not accept responsibility for the occurrence of efflorescence on its products, or treatment thereof.

DIRTY OR SOILED BRICKS AND PAVERS:

Due to the nature of our industry and products, it is possible that products can get dirty occasionally. Customers may find that the bottom layers of bricks in the packs are soiled due to dust or mud. It is a generally accepted practice for contractors to clean brickwork or pavers thoroughly after placement. This practice will rid the bricks of dirt and dust that has accumulated during storage, transportation and on site. Claims for soiled products will therefore not be accepted.

COLLECTIONS:

- Customers are required to present their receipt or order at the time of collection of goods.
- Zenzele will not assume responsibility for any damage to customer's or their contractor's vehicles, trailers or injuries to staff while collecting products at the Zenzele factory, regardless whether Zenzele staff and equipment are used to load or not. Customers or their contractors enter the Zenzele site at entirely at their own risk.
- When a customer uses another person or contractor to do the collection on their behalf, a collection slip must be faxed to our office in advance or handed to the driver to present to Zenzele dispatch at the time of collection.
- The collection slip must state clearly the customer's details, who the driver is, which product and what quantity is being collected.

We load free of charge.

Collection hours 07:30 to 16:00 weekdays, 07:00 to 13:00 Fridays

WEIGHTS FOR LOADING:

- Note that stock and rock face bricks weigh approx. 3kg each.
- Pavers 2.5kg A 1-Ton Bakkie loads 300 bricks or 400 pavers.