

TERMS AND CONDITIONS FOR QUOTATIONS

ARC Lighting quotations are subject to the terms and conditions as listed below.

Pricing: All prices reflected on the quotation exclude VAT and are subject to exchange rate fluctuations where applicable. Any additional discounts must be agreed to in writing and authorised by the Directors of ARC Lighting CC to be valid as per our standard terms and conditions of sale.

Quote Validity: This quotation is valid for thirty (30) days from date of quotation. Any items invoiced after the expiry date of this quotation may be subject to price escalation.

Delivery Period: Delivery lead times are approximate for planning purposes. Approximate lead time will be confirmed in writing via email aside quotation. We will make every effort to ensure delivery of confirmed orders are made within the required timeframe but cannot be held liable for delays that are mentioned in the Terms and Conditions of Sale, 'Excuse of Performance (Force Majeure)'.

Guarantees: Any faulty luminaire, ballast, lamp or other component can be returned to our factory for evaluation to assess the reason for the fault. We will gladly replace or repair faulty items within the guarantee period of it is a genuine product failure.

Service Calls: Should you require an on-site service we will gladly provide you with a quotation based on the distance to be travelled and a fixed hourly rate. Our on-site after sales service is currently only limited to Cape Town. No charge will be attached to a service callout if it is found that ARC was at fault. A "Services Request" form has to be completed and a Service will only be attended to once we receive the completed form. Should luminaires be mounted at heights above 3.5m or be in areas that are not accessible with a standard 8ft ladder then access will need to be provided for the service technician by the client.

Retention: No retention monies may be withheld or deducted from the invoice unless agreed to by management in writing.

Returns: All Returns are subject to our terms and conditions for credit. A "Credit Return" form must be requested from ARC Lighting and returned completed. No goods will be accepted for return without prior approval. Goods must be returned within thirty (30) days of invoice, unused, undamaged and in its original packaging. There will be a handling fee of 20% on all goods accepted back for credit. **No returns on imported or bespoke items will be accepted.** If the product is found to be defective in any way by the Buyer, the Seller must be notified in writing within two (2) days upon receipt of delivery in order for the Seller to rectify the defective product at no additional costs. The onus lies upon the Buyer to return the product(s) to the Sellers address at the Buyer's expense.

Terms & Conditions: This quote is subject to ARC Lighting's standard terms and conditions of sale. Ownership of all goods remains vested in ARC Lighting until the goods are paid for in full by the purchaser. No claims for shortages or damaged items will be accepted if the delivery note is signed by the receiver. No claims for defective items will be accepted if ARC Lighting is not notified within 48 hours after receipt. The full terms and condition of sale are available upon request.

Should you have any queries please do not hesitate to contact your sales representative for assistance.

Thank you for choosing ARC Lighting CC as your preferred manufacturer.

The ARC Team

ARC Lighting CC

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ARC Lighting CC registered in South Africa No. 1994/011049/23