



## ASF Computing Services cc

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### Standard Terms and Operating Conditions.

The following terms and conditions set out below are effective from 1 March 2006.

Clients not adhering to these terms and conditions will, without prejudice, waive all rights against ASF and not be serviced unless written confirmation from ASF has been given that alternative terms and conditions have been approved.

#### Accounts

ASF operates mainly on a C.O.D. basis.

#### Invoicing

Should a client be granted credit invoices are treated as listed below, failing which are strictly 30 days from date of invoice.

##### Hardware

All orders exceeding R2500.00 incl. VAT require a 50% deposit on order and the balance of payment is due on delivery.

##### Software

Some orders exceeding R1500.00 incl. VAT require a 50% deposit on order and the balance of payment is due on delivery. The client will be notified as to what the required deposit is required. In other instances, the payment is based on C.O.D.

##### Consumables

All orders are C.O.D.

##### Development

All orders are 30 days from date of invoice. Orders exceeding R15 000.00 incl. VAT require a deposit of 50%.

##### Consulting

All consulting is payable 30 days from date of Invoice. Charges are raised per consult on an hourly rate, with a minimum charge of 1 hour.

##### Service Agreements

All invoices are 30 days from date of Invoice. These charges are raised in advance on the 1<sup>st</sup> of the month preceding the month of service. Any agreement outstanding after 30 days will render the service agreement suspended until full payment is made.

##### Other

All other orders exceeding R1000.00 incl. VAT require a 50% deposit on delivery and the balance of payment is due 30 days from date of invoice. Charges are raised per incident on an hourly rate, with a minimum charge of 1 hour's callout fee.

Invoices are automatically created and where possible emailed and faxed prior to being posted or delivered where required.

#### Statements

Statement runs occur on the 1<sup>st</sup> of each month but will be dated the last day of the preceding month.

#### Payment

ASF accepts cash or direct deposits/transfers for account payments of any value, but will accept cheques as payment up to the value of R5000.00. Any deviation from this will not be used as a precedent for payment options and must be negotiated with each payment.

Overdue accounts are charged interest at the prevailing Standard Bank of South Africa interest rate + 5% per annum, accrued daily charged monthly on the last day of the month.

#### Communications

ASF will communicate all changes in terms and conditions via email where an email address has been registered with ASF as the preferred means of communication.

ASF will communicate all changes in terms and conditions via fax where a fax number has been registered with ASF as the preferred means of communication.

ASF provides a telephone number (011) 485 4448 as a means to communicate with ASF. A client may prefer to communicate with ASF via email on the address info@asf.co.za

ASF does not subscribe to threatening emails and telephone calls nor abusive or rude language in communication with clients. As such, the same will not be tolerated from clients.

#### Orders for work

In the case of a quote having been accepted, an official "Request for Work" form, obtainable from ASF's offices (electronic or printed form) or website (electronic), must be completed, signed and submitted to ASF. No orders will be placed for goods or work carried out until this has been received.

#### Ownership

All goods and in the case of consulting or other services rendered the results, reports or source code, or other such information will remain property of ASF until fully paid for.

Website developments will be available for approval on a test server, and once full payment for the site has been received, published to a destination of the client's choice, at which time ownership will transfer to the client.

Should the client fail to pay the full invoice price within 7 calendar days from date of invoice, ASF will retain ownership in perpetuity.



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**Responsibility**

ASF will honour all supplier warranties as stated per product sold, and in the case of developments will provide an optional maintenance or support package per development or website.

ASF's responsibility will cease at the end of a product warranty or if the development or website has been altered in any way from that on the test server or the released product's installation.

ASF will not be held responsible for non-receipt of invoices or statements.

We have read and agree to the above terms and conditions.

Signed: \_\_\_\_\_

Company: \_\_\_\_\_