

# VUNGROTECH INCORPORATED (PVT)



**VUNGR**  **TECH**  
INCORPORATED

**LTD**

## **TERMS AND CONDITIONS**

### **PAYMENT AND CONDITIONS**

- FOR EVERY INSTALLATION THE CUSTOMER IS REQUIRED TO PAY A DEPOSIT OF 60% ONCE OUR TECHNICIANS ARE ON SITE WITH ALL EQUIPMENT AND READY TO COMMENCE WORK. THE REMAINING BALANCE OF 40% IS TO BE PAID BY THE CUSTOMER IN FULL IMMEDIATELY AFTER THE AGREED SERVICE IS COMPLETED.
- IF THE CUSTOMER FAILS TO PAY OFF THE 60% DEPOSIT, NO WORK SHALL COMMENCE.
- IN THE EVENT THAT THE CUSTOMER FAILS TO PAY OFF THE BALANCE ON COMPLETION OF THE AGREED SERVICE, THE COMPANY/SERVICE PROVIDER SHALL DISMOUNT OR DISASSEMBLE ALL INSTALLED EQUIPMENT AND MATERIALS. ALL MATERIALS WILL BE REASSEMBLED ONCE THE REMAINING 40% BALANCE HAS BEEN PAID OFF AND AN ADDITIONAL CHARGE OF 25% OF THE TOTAL AMOUNT ON THE FINAL INVOICE IS REQUIRED TO BE PAID BY THE CUSTOMER TO THE SERVICE PROVIDER AS COMPENSATION FEE. THIS FEE IS TO COVER FOR:
  - 1) TRANSPORT
  - 2) LABOR
  - 3) FOOD
- THE SERVICE PROVIDER SHALL ONLY APPROVE A FINAL QUOTATION ONLY ON THE SITE VISIT.
- THE SITE VISIT FEE VARIES ACCORDING TO LOCATION AND SHOULD BE GIVEN TO THE TECHNICIAN IN CHARGE ONCE THE TECHNICIANS ARRIVE ON SITE.
- THE SITE VISIT FEE IS FULLY REFUNDABLE OR CAN EITHER BE DEDUCTED FROM THE TOTAL OF THE FINAL INVOICE **ONLY IN THE EVENT THAT YOU HIRE US.**
- WORK WILL BE DONE AS PER SITE VISIT AGREEMENT. ANY REQUESTS OR SPECIAL ARRANGEMENTS ARE TO BE MADE CLEAR OR HIGHLIGHTED TO THE TECHNICIAN AND PUT INTO WRITING IF POSSIBLE
- IN THE EVENT THAT A CUSTOMER FAILS TO PAY THE SITE VISIT FEE, NO QUOTATION WILL BE ISSUED AND ALL PENDING QUOTATIONS WILL BECOME VOID.
- IF THE CUSTOMER WISHES TO CANCEL OR TERMINATE THE CONTRACT WITH THE SERVICE PROVIDER A **24 HOUR NOTICE** SHOULD BE ISSUED BY THE CUSTOMER.
- IN THE EVENT THAT A CUSTOMER WISHES TO CANCEL THE CONTRACT AFTER OUR TECHNICIANS ARE ON SITE, THE CUSTOMER IS STILL LIABLE TO PAY A MOBILIZATION FEE EQUIVALENT TO THE SITE VISIT FEE CHARGED TO COVER INCONVENIENCE EXPENSES.
- NO REFUND SHALL BE DONE ONCE WORK HAS COMMENCED.

### **PROPERTY AND VALUABLES**

- THE CUSTOMER IS REQUIRED TO SAFEGUARD THEIR VALUABLES SUCH AS MONEY, PHONES, JEWELRY ETC OR ASSIGN A TRUSTED PERSON TO SAFEGUARD THEIR VALUABLES ON THE CUSTOMER'S BEHALF. THE CUSTOMER SHALL TAKE FULL RESPONSIBILITY TO ENSURE THAT NECESSARY MEASURES ARE TAKEN TO AVOID LOSSES. THE COMPANY/SERVICE PROVIDER SHALL NOT BE LIABLE TO ANY LOSS OF PROPERTY INCURRED WHILST OUR TECHNICIANS ARE ON SITE.
- WHEN WORK COMMENCES, IT IS THE CUSTOMER'S RESPONSIBILITY TO CLEAR THE WORK-ZONE OF ANY IMPORTANT AND FRAGILE FURNITURE. THE COMPANY/ SERVICE PROVIDER WILL NOT BE LIABLE TO ANY DAMAGE CAUSED.

### **LANGUAGE, COMMUNICATION AND BEHAVIOR**

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## LTD

- PLEASE REPORT ANY INAPPROPRIATE LANGUAGE, BEHAVIOR OR VERBAL ABUSE BY OUR TECHNICIANS IMMEDIATELY TO OUR OFFICES AS THE COMPANY DOES NOT TOLERATE SUCH ACTS OR BEHAVIOR.
- TECHNICIANS SHOULD BE DENIED ENTRY IF THEY ARE NOT SOBER AND NO ALCOHOL OR DRUGS ARE TO BE USED ONSITE AT ALL COSTS.
- NO FORM OF DISRESPECT, HARASSMENT OR INSULTS TO OUR TECHNICIANS WILL BE TOLERATED.

## COPE-RATE WEAR

- ALL OUR EMPLOYEES ARE TO REPORT FOR DUTY IN FULL COMPANY GEAR ,WITH BRANDED COMPANY LOGOS.ANY SUSPICIOUS PERSONNEL WHO ARE NOT ASSOCIATED WITH THE COMPANY SHOULD BE AVOIDED AT ALL COSTS.IF UNCERTAIN ,ALWAYS CONFIRM WITH THE SUPERVISOR OR CONTACT OUR OFFICES.

## GUARANTEE AND WARRANTY.

- IN THE EVENT THAT A CUSTOMER SUPPLIES THEIR OWN MATERIALS, BOTH WARRANTY AND GUARANTEE BECOME VOID
- THE CUSTOMER SHALL GET A 1YEAR GUARANTEE AND WARRANTY ON ALL PRODUCTS SUPPLIED BY THE COMPANY.
- IN THE CASE OF VANDALISM ,EQUIPMENT DAMAGE OR IF THE SYSTEM IS TEMPERED WITH,THE GUARANTEE AND WARRANTY IMMEDIATELY BECOMES VOID.

## SAFETY

- ALL EMPLOYEES ARE TO USE COMPANY VEHICLES ONLY SINCE THEY COME WITH PASSENGER INSURANCE.
- NO UNAUTHORIZED VEHICLES ARE TO BE USED BY ANY OF OUR EMPLOYEES BE IT:
  - 1) CUSTOMER'S VEHICLE
  - 2) HIRED VEHICLE
- SAFETY GEAR SHOULD BE MAINTAINED AT ALL TIMES.PLEASE DO NOT ASK OUR EMPLOYEES TO REMOVE IT AT ANY POINT AS THIS WILL COMPROMISE THEIR SAFETY .THIS INCLUDES SHOES,MASKS,GLOVES ETC...
- KINDLY STAY CLEAR OF OUR WORK AREA AND KEEP YOUR CHILDREN IN SIGHT AND UNDER SUPERVISION AS SOME OF THE EQUIPMENT WE USE MAY CAUSE DANGER ,HARM OR EVEN LEAD TO DEATH.WE SHALL NOT BE RESPONSIBLE FOR ANY HARM OR INJURY CAUSED DUE TO CUSTOMER'S NEGLIGENCE.

### HOTLINES

(+263) 714 850 228

(+263) 864 4099 507

**IF YOU HAVE READ AND FULLY UNDERSTOOD OUR TERMS AND CONDITIONS AND AGREE WITH THEM PLEASE SIGN BELOW.IF YOU NEED FURTHER CLARIFICATION KINDLY ASK ANY OF OUR COMPANY REPRESENTATIVES.THANK YOU.**

**DATE.**

# VUNGROTECH INCORPORATED (PVT)



**LTD**

*CUSTOMER'S FULL NAME AND SIGNATURE  
SIGNATURE*

*COMPANIES REPRESENTATIVE*

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