

# Sere-med Payment Terms and Conditions of Sale

## PAYMENT TERMS

- Full payment is required within 30 days from date of statement. Interest at a rate of 17.5% will be charged on accounts exceeding our credit terms.
- Cash deposits will not be accepted into our account.
- Accounts exceeding 60 days will automatically be on hold.
- Settlement discounts do not apply.
- Goods remain the property of Sere-med until fully paid for.
- All prices quoted and invoiced exclude VAT (value added tax).

## MINIMUM ORDER VALUE

R 1 200.00 excluding VAT - Courier Delivery

A delivery surcharge will be applicable for an order under the minimum order value. The client will be consulted and requested to increase the value of the order or accept the delivery surcharge.

## CREDIT LIMIT

An Initial credit limit will be advised, thereafter our sales and accounts department will periodically review the account status.

The credit limit will only be increased on the request of the client who will be required to sign the appropriate document requesting an increase in their credit limit with Sere-med.

## GOODS RETURN POLICY

1. Sere-med will not accept a request for goods to be uplifted and credited once full payment, a proportional payment or an order agreement has been signed and received by our accounts / sales department. This will include orders received with an official order number, orders received via email or fax, orders taken and submitted by our sales representatives, orders submitted via the Sere-med order app and orders received or concluded by our telesales department via telephone.
2. Sere-med shall always retain legal ownership of our products supplied that haven't been paid for. The client will give Sere-med immediate notice in the event that any of these products not paid for are about to be levied upon or become liable or is threatened with seizure. The client will indemnify Sere-med against all loss and damage caused by such action and arrange with Sere-med to have the unpaid goods uplifted and returned to Sere-med before any such action is implemented.
3. Unless Sere-med is notified within 3 hours of placing the order and prior to the order being despatched, by courier, (not applicable if already paid for), the order will not be cancelled or credited.
4. If goods are supplied incorrectly (shortages etc) or were damaged during delivery, a verbal or timeously written notification by email must be received by [vasie@seremed.com](mailto:vasie@seremed.com) / [sharon@seremed.com](mailto:sharon@seremed.com) or phone 011 262 2220 or fax 011 262 2226 within 7 working days of receipt of delivery.
5. Please note: Prior to delivery, the contents and quantities of the products invoiced proceed through a three (3) phase checking procedure and in some cases photographs will be taken for future reference.
6. Sere-med will not entertain a credit request or held liable for any loss, theft or damages to our stock following receipt and while on the premises of the client reflected on the invoice.
7. This will apply once the goods received voucher / invoice has been signed. Sere-med will not accept the comments – goods received but not checked.
8. Once goods have been received, Sere-med will not accept requests for any stock to be returned due to the following:
  - (a) Stock expired or close to expiry date
  - (b) Stock not selling
  - (c) Soiled or damaged stock or packaging while in the client's possession

## HANDLING FEE (Goods returned to Sere-med)

Sere-med is within its right to charge a handling fee (courier / delivery cost etc) of no less than 20% of the value of the invoice for:

- A. Goods incorrectly ordered and a return is requested.
- B. Stock or packaging that is damaged or soiled.
- C. Stock in the possession of the client that has not been paid for and should the client's payment terms with Sere-med be exceeded.