

# 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 exclude VAT (value added tax).

To benefit and to maximize our credit facility of 30 days from date of statement, we suggest placing your monthly orders at the beginning of each month.

Our statement is emailed at the end of the month, payment is due 30 days from date of statement, effectively allowing credit terms of approximately 60 days from date of purchase.

Statements are sent out by email from our Accounts Department (accounts@seremed.com) twice a month (an interim statement as a reminder and thereafter, at the end of the applicable month, the final statement).

For any account queries or assistance, kindly contact Elizabeth on 011 262 2220 ext. 120.

## PAYMENTS TO ACCOUNT

Sere-med  
Investec Bank  
Account No: 40005089789  
Branch Code: 580105

Email proof of payment to accounts@seremed.com

## MINIMUM ORDER VALUE

R 2 000.00 excluding VAT - Courier Delivery

A delivery surcharge to be determined by Sere-med will be applicable for an order under the minimum order value. The client will be consulted and requested to either 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.

To facilitate our goods being delivered timeously and the delivery box identified as that from Sere-med, a Sere-med brand adhesive strapping tape is used. This tape is clearly visible and assists in identifying that the delivery is from Sere-med. This eliminates Sere-med receiving calls from clients enquiring about their order when the goods have in fact, been delivered on time and have either been misplaced or remain somewhere unopened on the client's premises and not been given to the person who placed the order or requires the contents.

## VAT

The client acknowledges that in terms of the Value Added Tax Act ("VAT"), VAT at the prevailing rate as at date of the client's signature, will apply and be indicated separately, as the VAT portion on the Sere-med invoice. In the event of any changes in the rate at which VAT is payable, the new rate will be implemented.

## GOODS RETURN POLICY

1. Sere-med will not accept any 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, orders taken and submitted by our sales representatives, orders submitted via the Sere-med client order catalogue and orders received or concluded by our tele-sales department via telephone.
2. Sere-med shall always retain legal ownership of our products supplied that haven't been paid for. The client will notify Sere-med immediately 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 dispatched, by courier, (not applicable if already paid for), the order will not be cancelled or credited.
4. If goods are supplied incorrectly (shortages will not be accepted refer point 5) 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 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 by two warehouse pickers to ensure that what was invoiced is supplied and the quantity packed is 100% correct. The 3<sup>rd</sup> check is by a warehouse supervisor (3 signatures on the invoice) and in some cases photographs are taken for future reference of what was invoiced, packed and dispatched.
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.
7. This will apply once the goods received voucher / invoice has been signed by the client. Sere-med will not accept any comments, such as – goods received, but not checked or short supplied (refer point 5).
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 rights to charge at our discretion, a handling fee (courier / delivery costs / administration 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 found to be damaged or soiled on return.
- C. Stock in the possession of the client that has not been paid for in full within our payment terms and has to be collected from the client.

### **CLIENT FEEDBACK**

This information, be it either positive or negative, is valued and supports our policy of continuous improvement which is guided by our ISO 13485 certification and SAHPRA compliance.

A QR code will be available on the invoice (new) for client feedback. A link for client feedback is also available on our website ([www.seremed.com](http://www.seremed.com)).

**Please initial each page thereby confirming your understanding and acceptance of our payment terms and conditions of sale herein.**

**We thank you for your business.**

**Sales / Accounts Team  
Sere-med**