



**NORTECH**  
INTERNATIONAL

**PRODUCT DELIVERY  
AND RETURNS POLICY**

## **SHIPPING**

Specific Terms and Conditions for International Customers.

Due to the mercurial nature of the laws governing Customs fees, Import taxes and other related import fees, you agree and acknowledge to the terms and conditions as set out hereunder. Your attention is also drawn to the fact that these terms and conditions are in conjunction with the Sale Agreement terms and Conditions as set out above.

### **GENERAL SHIPPING TERMS**

Save where the contrary has been agreed in writing: Time for delivery shall not be the essence of any agreement between the customer and Nortech;

Any date for delivery furnished by Nortech is estimated and Nortech shall not be liable for any delay in delivery (whatever the cause of such delay) nor for any loss or damage caused thereby or for any consequential loss or damage arising therefrom.

Delivery of goods shall be deemed to be effected under cover of a Proof of Delivery note (POD) as made out by the Freight Company delivering the goods to the customer.

Unless Nortech receives notice within three (3) working days of receipt by the customer of a consignment of goods that there was a shortfall or error in the consigned goods it shall then be deemed that the goods delivered were correct in all respects and that the delivery note/invoice correctly reflects the delivery and receipt thereof.

### **INTERNATIONAL SHIPPING DESTINATION**

The items will be shipped to your selected destination via ARAMAX Couriers. After proof of payment has been received and the order has been processed Nortech will provide you with a tracking number via email.

As the purchaser of the items you will be responsible to familiarise yourself with the tax implications, custom duties and all other related Import fees applicable to your country. As the purchaser of the items you will be responsible for all fees associated with the import of the purchased items. We recommend that you contact your Local Authority to ensure that you are acquainted with the legislation governing customs, tax and import fees in your country.

### **LOCAL CUSTOMERS**

Shipping of the Purchased Goods will be via hand delivery through a courier service. Once we have received proof of payment and the order has been processed we will provide you with a tracking number via email.

Please ensure the correct shipping address is provided from the outset as title and risk will pass to you once the order has left our premises.

## **UNDELIVERABLE PACKAGES**

Occasionally packages are returned as undeliverable. Nortech will notify you in the event that this happens and make the necessary arrangements for re shipment.

In the event that the goods are returned as undeliverable the customer will be charged for re-shipment of the goods.

## **RETURNS**

Should you for any reason wish to cancel your purchase you will be liable for a 15% handling fee. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. The goods must be returned to Nortech International at your expense undamaged in the original packaging and within 14 business days of the purchase.

## **FAULTY PRODUCTS**

Processing of Faulty Products for return to Nortech within seven (7) business days of receiving the faulty goods, complete the warranty tag contained in the original packaging.

Complete the warranty tag and affix this tag to the product. This is required for maintaining identification and traceability.

The Customer must keep a copy of the tag as reference for the return.

Store the product in an orderly manner in an identified quarantine area until such time as it is returned to Nortech.

Nortech reserves the right to levy the repair charge for returned units where no fault is found. Warranty return shipment must not include any other items other than warranty returns and product repairs.

## **COLLECTION OF FAULTY GOODS**

Upon receipt of return warranties at Nortech's receiving, they will be evaluated by the clerk and processed as per procedure for Internal Processing of Warranty Returns. A "Customer fault report" will be issued to the Customer once returned units have been processed.

## **CORRECTIVE ACTIONS**

A register of all warranty return serial numbers and fault information is kept by Quality at Nortech.

Nortech reserves the right to levy the repair charge for excessive quantities of returned units where no fault is found.

## CREDIT / REPLACEMENT PROCEDURE

For product returned during the warranty period, International customers will be issued with a credit note to cover equipment returned in accordance with this procedure. This credit equals 102% of the current price- list price of the product. (2% is added to cover handing costs incurred by the Customer.

A Product that is returned after the warranty period is processed as a "repair". Export customers are issued with a credit note to equal 44% of the determined Invoice price of the product.

Products that have been out of warranty for more than five years are not accepted for repair by Nortech.

The Export Customer must send a new purchase order for the replacement of the units returned to Nortech. On the purchase order please state that this is warranty replacement.

Procedure for return shipments to be cleared at customs in South Africa.

The Customer must prepare warranty returns in suitable packaging to prevent damage during shipment to Nortech International.

Commercial Invoices provided for warranty returns must describe the goods as:

- Unsaleable product which has failed in use
- Not economically repairable.
- Returned to manufacturer to evaluate cause of failure
- The value for customs purposes is to be shown as 1% of original cost.

All shipments sent to Nortech must be consigned to Aramax in South Africa for clearing.

This has been necessitated following changes in our local rules and regulations and failure to comply will result in the shipment being destroyed and as such no credit, if due, being passed.

The contact for notification of the shipment at Aramax is:-

**Job Title: Operations Supervisor**

**Contact Number: +27 33 342 6756**

In the event that you are buying on behalf of a juristic person with its registered address being different from the address as provided for delivery, you will be responsible for all costs associated with delivery to the intended destination.

## RESTRICTIONS

Nortech International cannot be held responsible for any governing laws that prohibit or restrict the import of the purchased items. It is your responsibility to ensure that the items may be lawfully shipped and imported to your country.

Nortech will not be responsible for any shipment of items that is not allowed into the destination country.