

SALON SETUP HELIA DISTRIBUTION CC

TERMS AND CONDITIONS

PLACING ORDERS

- All orders must be placed by 3 pm for the following day delivery.
- Please ensure that you check the correct delivery days for your area.
- Orders can be faxed, e-mailed or phoned to Head Office.
- View our products on our Website: www.heliad.co.za
- All the prices are subject to change without notice. Prices might be different on the pricelist as when quoted due to Rand Dollar exchange.
- All Prices are VAT INCLUSIVE when quoted.

DELIVERY POLICY

Delivery of stock and repairs are subject to a nominal fee. Courier companies must be sent by the client. Salon Setup does not use or employ courier companies.

Delivery days are done according to terms and conditions as to assist all clients' deliveries:

- Monday : Northern areas, Midrand, Centurion, Lonehill, Kyalami and Pretoria (Minimum of 4 orders required for delivery)
- Tuesday : South rand, Mayfair and Lenasia including Alberton
- Wednesday : East Rand, Linksfield /Highlands North and surrounding areas
- Thursday : Pretoria Central, East and North, Centurion, Midrand
- Friday : West Rand and Northern areas

- Essential oils must be ordered by each Tuesday of the Week.
- Please note that no orders under R 250.00 will be delivered. Clients are welcome to collect orders.
- Petrol surcharge is R 35.00 with each order and the amount must exceed R 250.00.
- Lenasia and from Benoni and outer areas the delivery is R 45.00.
- Krugersdorp, Pretoria after Zambezi, will also be charged R 45.00.
- Other areas will be quoted as requested.
- Back orders will be delivered with the next order. Clients are required to please confirm back orders with delivery.
- All deliveries are strictly COD where no orders will be left on premises without payment.
- Internet payments must be given to the driver as proof of payment. There are no accounts allowed.
- Please ensure that the driver checks all stock with the person signing for them.
- No complaints will be entertained once signatures are obtained on invoices.
- Please do not keep the driver waiting as he has many deliveries to complete.
- Clients will be charged R 45.00 delivery fee if payment is not available on delivery when he has to return with the order

PAYMENT POLICY AND PROCEDURE

- All transactions are processed in South African Rands.
- Salon Setup will not accept bank guaranteed cheques as payment. Cheques are only accepted at management's discretion.
- Melinda van der Walt the Financial Manager can be contacted for account queries.
- NO ACCOUNTS WILL BE ALLOWED; ALL ORDERS ARE STRICTLY C.O.D.
- Outstanding payments after three months will be sent for Blacklisting. No exceptions.

INTERNET PAYMENTS

Salon Setup Helia Distribution cc accepts internet payments as proof of payment to need to be given to the driver faxed or e-mailed on or before delivery. No stock will be left at client premises if payment has not been made as the above payments accepted.

- Cheque payments are R 12-50 as required by banking deposit fees.
- Internet payments are to include the Salon's name and their Invoice Number, as a reference.
- All outstanding amounts from 30 days of invoice will be charged 15% interest with no exceptions.
- 10 % handling fee will be charged on all stock returned or exchanged.
- All R/D cheques. No more cheques payments will be accepted from that salon.
- Postage: • Postage/parcels will be sent within two days of received payment where it has been viewed in the company's bank account.
- Payments need to be faxed or e-mailed to avoid delays.

PRIVACY POLICY

- We are committed to protecting your privacy. This privacy policy applies to all the web pages related to this website.
- All the information gathered in the online forms on the website is used to personally identify users that subscribe to this service. The information will not be used for anything other than which is stated in the Terms & Conditions of use for this service. None of the information will be sold or made available to anyone.
- We may need to change this policy from time to time in order to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone. Please refer back to this policy regularly. If you have any questions or concerns about our privacy policy, please send us an E-mail.
- By using this website, you signify your acceptance of our Privacy Policy. If you do not agree to this policy, please do not use our site. Your continued use of the website following the posting of changes to these terms will mean that you accept those changes

REFUNDS AND RETURNS POLICY

- Goods returned for credit must be in their original packing complete with all instructions and manuals. Salon Setup Helia Distribution reserves the right to refuse credit for any goods returned not complying with these terms.
- A 10% handling charge will be levied on all goods returned. Subject to acceptance rules laid out above.
- No credits will be given on goods returned after seven days or more from date of purchase.
- A copy of the original invoice must accompany goods returned for credit. Goods will not be credited without this.

- Warranties are null and void on any Equipments and/or goods damaged by lightning or power surges.
- Warranties are null and void on any goods returned with physical damage.
- No credits will be given on any goods returned with lightning, power surge or physical damage.
- Unless otherwise indicated, all goods sold by Salon Setup Helia Distribution come with a one year carry in warranty.
- Salon Setup Helia Distribution does not do offer on site service.
- A copy of the original invoice must accompany goods returned as faulty. All goods sold by Salon Setup Helia Distribution are scanned and Salon Setup Helia Distribution will not attend to any faulty goods without a copy of the original invoice or where such goods do not show on our scanning system as having been purchased from Salon Setup Helia Distribution.
- While every effort will be made to attend to faulty goods as soon as possible, we regret that no faulty goods will be attended to immediately. A minimum turnaround time of 24 hours with a maximum time of 72 hours will be the general rule. Goods, which have to be returned to local or overseas suppliers, will take between one week and six weeks to repair or replace.
- A minimum charge, which changes from time to time, will be levied on goods returned as faulty, where the fault is found not to have been caused by a product or assembly supplied by Salon Setup Helia Distribution or where the fault is caused by software. A manufacturer may change specifications and warranty terms for any products at its own discretion and without prior notice. Salon Setup Helia Distribution cannot be held responsible for any loss to any client through a change of warranty terms.
- Salon Setup Helia Distribution do not accept bank guaranteed, private or company cheques as payment unless the company has been registered as a client with Salon Setup Helia Distribution and management approval has been obtained for such payment.
- Salon Setup Helia Distribution reserves the right to offer limited warranties of less than one year on any or all of its products or components. It is the responsibility of the customer to ascertain the full terms of the warranty of any product they are purchasing prior to acceptance and / or payment of the goods. Copies of all Salon Setup Helia Distribution terms and conditions of sale, returns and warranties are available on request.
- Goods remain the property of Salon Setup Helia Distribution until fully paid for.
- There will be no refunds on opened sealed package in any circumstances.
- Any items brought into Salon Setup Helia Distribution, which are not standard Salon Setup Helia Distribution stock items, will not be under any circumstances accepted for credit by Salon Setup Helia Distribution.

Thank you for your loyal support