General Conditions of Trade

Form PQA-POLCONTRA

1. Quotations/Proposals are valid for thirty (30) days from the quotation/proposal date.
2. Traveling is quoted for and shall be supplied subject to the following terms:
   2.1 Traveling expenses are estimates and actual expenses will be confirmed and charged.
   2.2 Vehicle usage rates are per kilometer traveled.
   2.3 Air travel rates are economy class return to nearest international or regional airport.
   2.4 Changes to flight itineraries may result in increased travel expenses which shall be for customer's account.
   2.5 Travel times are calculated from the time of departure from PSD offices until arrival at customer's site.
   2.6 Emergency changes to airline flight schedules may increase travel time which will be borne by the parties in equal shares.
3. Quotes exclude the following items which are for the customers account:
   3.1 Accommodation is to be provided at customers premises.
   3.2 Laundry services are to be provided by the customer.
   3.3 Meals and soft drinks are to be provided by the customer.
   3.4 Travel visas and immunization costs shall be charged to the customer.
4. Implementation, comprising installation, configuration and training, shall be supplied subject to the following terms:
   4.1 Implementation is undertaken by a team of at least two (2) persons unless specified differently in the quotation/proposal.
   4.2 Configuration and training times are estimates and may vary according to group size and user experience. Actual configuration and training hours will be charged.
   4.3 Progress reports will advise clients of potential man-hour cost over-runs, which, subject to approval by the customer, shall be charged to customer's account.
5. Customer's hardware platform shall comply with the minimum specifications recorded in Form QA-POLHWS - Hardware & System Specifications. Hardware and network upgrades and/or new equipment which are necessary to secure compliance with minimum specifications shall be acquired, completed and placed by the customer's designated vendor prior to installation.
6. Hardware products are quoted for and supplied FOB at the address of the PSD business partner as recorded on the quotation/proposal, subject to the following terms:
   6.1 Quotes/Proposals for hardware products exclude freight and shipping costs which will be charged to the customer as a separate item.
   6.2 Insurance cover shall be arranged for and paid by the customer.
   6.3 Hardware products are warranted by their respective manufacturers and/or distributors. No warranty whatsoever is provided over and above that provided by the manufacturer and/or distributor.
   6.4 Warranties on hardware will be honored at the manufacturer or distributors premises ('walk in'). Any freight, shipping or other expenses in respect of warranty repairs or claims will be for the customer's account.
   6.5 Payment for hardware is strictly cash on order. Hardware orders will not be filled or shipped unless full payment for the order has been received.
   6.6 Hardware prices and specifications are subject to change without prior notice.
7. Prices exclude any form of tax, whether Value Added Tax, General Sales Tax, Service Tax, Duties or Levies.
8. Amounts outstanding after seven (7) days from invoice date are subject to interest at prime rate plus four per cent (4%).
9. Neither PSD nor it's distributors, dealers or service providers, shall in any way or event be liable for any damages whatsoever, whether incidental, consequential or special, including without limitation, damages for loss of business profits, business information, productivity or any interruption of business, or any other pecuniary or other loss whatsoever, arising out of the installation, use, inability to use the products, or the provision of, or failure to provide support services for the products, even if PSD or it's distributors, dealers or service providers have been advised of the possibility of such damages.

End.

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