

## TERMS AND CONDITIONS

### ORDER PLACEMENT & DELIVERY

The price for the products/service shall be as set out in the Order confirmation Note. All prices quoted are inclusive of VAT.

### ORDER VALIDITY

The Supplier shall invoice the Customer in accordance with the payment terms set out in the Order and the Customer shall pay each invoice submitted by the Supplier:

- (a) within 5 working days of the date of the invoice; and
- (b) in full and in cleared funds to a bank account nominated in writing by the Supplier, and time for payment shall be of the essence of the Contract.

### INSTALLMENT ORDERS

Customers willing to order through the installment Program shall be entitled to a 5 month payment plan. During this time, the Company; under the Contract, will reserves the right to change the price of the product as quoted with a 7 days price change notice to allow the client make full payment as invoiced. In case the client resolves to a refund, an interest charge not exceeding 10% of the total order shall apply.

### FREE DELIVERY

IML as the manufacturer and supplier shall offer free delivery to the customer as an after sales service. This ensures that the customer receives their goods as ordered and in good condition. If the order does not meet the minimum threshold, the customer will be required to provide their own means of transport or use the Suppliers' Express Delivery program.

### EXPRESS DELIVERY

The customer shall be able to select how & when to collect or receive their order(s); if this will be sooner than the normal delivery timeline, the client shall thereby be required to pay for a DcS as by the supplier charges. Also for orders below minimum threshold set by IML order shall be subject to DcS (Delivery Cost Sharing) Charges.

### CUSTOMER RIGHTS

The customer shall be entitled to a free delivery to the site in respect to the minimum order that is qualified by the supplier. The client has a right to prior information through the supplier representative. The customer has the right to not receive wrong deliveries or damaged goods, within

which the client will be required to report immediately and indicate on the receipt document provided by the company through it's representative.

### SUPPLIER RIGHTS

IML shall be entitled to increase it's prices at any time to take account of any increase in the cost to the Company of purchasing any goods or materials or manufacturing, working on or supplying any goods or services (including, but not limited to, any such increase arising from any error or inadequacy or change to a specification or design provided by the Customer (or a third party on its behalf) (Third Party Specification) any delay caused by any instructions of the Customer or a third party or failure of the Customer or third party's failure to give the Company adequate or accurate information shall affect the production of the order and it's delivery timeline.

### GOODS RETURN

Goods once sold cannot be returned or exchanged unless; the Order delivered to the customer is wrong or damaged. Damaged goods will be subject to verification by both the IML representative and the customer.

This should be indicated on the delivery document signed and stamped by IML as well as the customer with full remarks on the damaged items. IML will not be responsible for damage done After receipt of goods or during the installation process.

### AFTER SALE SERVICE.

IML through the quality assurance office shall from time to time Attend to clients' call and request in order to ensure that full product satisfaction. For installation, IML is not responsible for poor workmanship, however, if the roofer is not conversant with any of our products we encourage our customers to contact us for practical advise on Installation procedure. From time to time we encourage our customers to wash at least once every year to ensure that the roofing retains it's sparkling color.

### COMPLIMENT OR COMPLAINT

To give a compliment or launch a complain, kindly send an email on:

[sales@imarishamabati.co.ke](mailto:sales@imarishamabati.co.ke)

[info@imarishamabati.co.ke](mailto:info@imarishamabati.co.ke)

Call us on 0722 370 001 / 0709 047 100