

Terms and Conditions of Sale

The following Terms and Conditions of Sale exist for the purposes of fair and transparent trade:

Payment Terms

1. On placing an order with Microcare a confirmation of product availability will be communicated back to the client. Upon confirmation that the product is available a Pro Forma invoice will be issued with the banking details for payment. Once payment has been received the order will be released for collection from the factory.
2. Should a product not be available from the Microcare factory, a 50% deposit is required, with the balance payable prior to the order being dispatched.
3. Payment is accepted in South African Rands and by Electronic Funds Transfer (EFT)
4. The issuing of a quotation or a Pro Forma invoice represents no obligation by Microcare until such time that the customer's official purchase order has been accepted and payment has been made.

Pricing

1. Prices are quoted ex-works Port Elizabeth, and do not include delivery.
2. Prices are quoted excluding VAT.
3. VAT is payable on all invoices except on exports where Microcare is arranging the export transport.
4. Prices are valid for 7 days from the date of quotation.
5. Prices quoted are based on the quantities specified in the quotation and Microcare reserves the right to revise prices quoted in the event of the quantities being reduced or increased.

Delivery/Packaging

1. Microcare requires all customers to arrange their own shipping/courier from the factory.
2. Products are packaged in corrugated packaging with large Inverters placed on pallets. If any specific type of packaging is required this additional cost will be passed onto the customer.
3. Microcare is not responsible for goods lost or damaged in transit.
4. Microcare will not be liable for any costs or losses incurred by the customer through such delay of delivery.
5. The collection/delivery by a courier/ transport company shall be deemed to be delivery to the customer.

Carry-In Warranty and Returns

1. The Microcare carry-in warranty is three-years on all manufactured products excluding Inverters built after the 1st July 2020 which carry a five-year warranty.
2. Goods are warranted against faulty workmanship and components from the date of supply. A copy of our full warranty policy and returns policy is available on request or from our website: www.microcare.co.za
3. While Microcare provides professional advice regarding the usage of goods supplied, the suitability of the goods supplied for the use contemplated by the customer is the sole responsibility of the customer.
4. Microcare shall in no way be responsible for the suitability of the goods sold on for any particular end use.

For any queries regarding these conditions please contact sales@microcare.co.za