

GENERAL TERMS AND CONDITIONS OF BUSINESS

Description of terms of business with Scarlin (Pty) Ltd ("Supplier") and the purchaser of any goods or services from Scarlin (Pty) Ltd ("Customer").

1. **Orders:**
 - 1.1. Minimum Order Value generally applies - determined on case by case basis.
 - 1.2. Once email confirmation is received an order is placed and is considered binding on the customer, no cancellations will be accepted.
2. **Payment Terms:**
 - 2.1. A deposit may be required - and the customer will be informed ahead of confirming the order.
 - 2.2. Payment terms are payment on delivery unless prior terms are agreed. The title of goods shall not pass to the customer whether delivered or not until full payment has been received.
3. **Value Added Tax ("VAT"):**
 - 3.1. Scarlin (Pty) Ltd is not a registered VAT vendor.
4. **Discounts:**
 - 4.1. Wholesale prices are determined at a discount to an estimated recommended retail price ("RRP"). As a retailer, pricing should be determined according to your own business needs. Any sales or specials are at your own discretion unless a joint promotion is agreed upon.
 - 4.2. Discounts are negotiated according to order values. Order values are calculated on the final invoiced amount (inclusive of any discounts received)
5. **Disclaimer:**
 - 5.1. Scarlin (Pty) Ltd does not manufacture any products and is a distributor only for Skultuna Messingsbruk of Sweden ("Skultuna") and as such Scarlin (Pty) Ltd does not provide any warranties nor make any guarantees on any products and any purchases made are at the Customers own risk.
 - 5.2. Scarlin (Pty) Ltd shall not in any circumstances whatsoever and however arising be liable for any indirect or consequential loss however caused.
6. **Delivery:**
 - 6.1. All orders are delivered on an "ex works" basis from Johannesburg (courier rates from Johannesburg).
 - 6.2. Where Scarlin (Pty) Ltd is asked to arrange for the delivery, local delivery charges will be invoiced to the customer and charged based on local courier rates - delivery type Economy. We use Courier IT for courier needs. In all other cases, the customer is assumed to book their own courier to collect their orders from Scarlin (Pty) Ltd's place of business (25 Grove Road, The Gardens, 2192, Johannesburg)
7. **Returns:**
 - 7.1. No returns are accepted with the exception of manufacturing defaults which will be replaced. Scarlin (Pty) Ltd inspects all products received from its suppliers before delivery to customers. In the unlikely event the customer notices any manufacturing defaults on the products at time of delivery, the customer needs to inform Scarlin (Pty) Ltd within 5 days of delivery with photo evidence showing evidence of the damage.
8. **Description of Goods:**
 - 8.1. The goods delivered are described in the suppliers catalogue (Skultuna Catalogue) and on delivery all risks are passed onto the customer. Scarlin (Pty) Ltd does not provide any guarantees or warranties on the products provided other than the replacement of products that have manufacturing defaults.
 - 8.2. Note: Many of the products in Skultuna's range are made out of brass which naturally tarnishes and can be polished with brass or metal polish (ask Scarlin (Pty) Ltd if you are unsure of which polish to use).
 - 8.3. Products provided are for decorative purposes only and are not food grade for the use in any food preparation or similar and should not be used for any other purpose other than described on www.skultuna.com.
 - 8.4. Please refer to the supplier catalogue or otherwise www.skultuna.com for further details.