Steel Tube & Pipe Profiles PTY (Ltd)

Reg no: 2019/504537/07 / Vat no: 4840292314

TERMS & CONDITIONS – REV 3 (10/2026)

1. Orders & Payment: Orders are confirmed upon acceptance of quotation or payment of deposit. Acceptance confirms the customer has checked and approved all quantities, measurements and specifications and authorises manufacturing to commence. Payment terms are as stated on the invoice. Goods remain the property of the company until paid in full.

2. Delivery: Delivery may be arranged at additional cost using private vehicles as a convenience to the customer. We are not a transport company and no transport insurance is provided. Goods travel at the customer's risk, to the extent permitted by law. Delivery dates are estimates only. Goods must be inspected upon delivery and visible damage reported immediately.

3. Warranty – Manufactured Equipment: Equipment manufactured by our company carries a **12-month workmanship warranty** from delivery. This excludes normal wear and tear, misuse, overloading, improper installation/use, unauthorised modifications, lack of maintenance, corrosion, environmental conditions and animal-related damage. Warranty claims are subject to assessment. This warranty does not limit rights under applicable South African consumer protection legislation.

4. Outsourced Scale Units: Scale units are sourced from third-party suppliers and carry the applicable supplier/manufacturer warranty, where available. Assistance may be provided where possible. Statutory consumer rights remain unaffected.

5. Field Use & Animal Damage: Livestock equipment operates in harsh agricultural environments. Damage caused by animal impact, overloading, misuse, improper handling, lack of maintenance, weather, mud or corrosion is not covered by our workmanship warranty.

6. Limitation of Liability: To the extent permitted by law, the company is not liable for indirect, consequential or loss-of-income damages arising from the use or misuse of its products.

7. Animal Handling: Livestock handling involves inherent risks. The customer is responsible for proper installation, operation and supervision. To the extent permitted by law, the company is not liable for injury, loss, escape or death of animals, or injury to persons resulting from misuse or improper installation/use.

8. Overloading: Equipment must only be used for its intended purpose and within its designed capacity. Damage caused by overloading or use beyond designed limits is not covered by warranty.

9. Modifications: Unauthorised modifications, alterations or repairs may void the workmanship warranty where they cause or contribute to damage or failure.

10. Installation & Use: Unless installation is specifically included in writing, the customer is responsible for installation, setup and operation. Damage resulting from incorrect installation or use is not covered by warranty.

11. Custom-Built / Special-Order Items: Livestock equipment manufactured or modified according to customer measurements, requirements, or approved specifications is considered **custom-built**. The customer is responsible for confirming all specifications before production. Once manufacturing has commenced, **custom-built items cannot be cancelled, returned, or exchanged, and no refund will be issued due to a change of mind or incorrect customer-supplied/approved specifications.** Genuine manufacturing or workmanship defects remain subject to our warranty and applicable consumer legislation.