



GENERAL TERMS AND CONDITIONS:

While we strive to provide accurate and comprehensive quotations and prices for our products and services, errors and omissions may occasionally occur. We wish to highlight the following points regarding quotations and pricing:

COD Customer terms:

Cash/proof of payment on collection.

Credit card facilities are available.

Goods will only be released when the proof of payment/funds reflects in our bank account.

PO Customer terms:

Goods will only be released with receipt of official purchase.

Goods will be released if the credit/account is in good standing and up to date.

Quotation Validity:

Our quotations are valid for 14 days, typically stated within the quotation itself. Prices may be subject to change after this validity period has lapsed.

Delivery of goods:

The Company offers 2 (two) methods of delivery of the Goods to the Customer, namely:

Offer 1: Self-collection.

Offer 2: Courier / Freight

1. Self-collection:

- a. Collecting in person or utilizing a company representative. Incoterms EXW:2020

2. Courier / Freight:

- a. Courier and freight can be quoted separately and do not form part of the quoted price unless otherwise stipulated.
- b. Courier collections:
 1. Overnight: Collection times vary per route and time when the collection is booked. Delivery within 24 to 48 hours unless special arrangements have been made.
 2. Economy: Collection times vary per route and time when the collection is booked. Delivery within 2-5 working days unless special arrangements have been made.
- c. Freight: All freight services quoted and provided by Gravity Gear are subject to available flights, subject to change after this validity period has lapsed. Incoterms CIP:2020
 1. Gravity Gear is not liable for any additional charges and costs applicable per country.
 2. Local country's VAT and DUTIES are for the buyer's accounts.
 3. To be able to export the buyer must nominate his agent to assist with the process.

Other:

Please note that it is the customer's responsibility to keep a record of all products serial numbers.

Proper training is essential before us of any P.P.E

Banking Details:

For local customers within South Africa paying in Rands (ZAR):

Gravity Gear (Pty) Ltd
Standard Bank Ltd
Branch: Menlyn Park, 012345
Acc. no: **012163643**
Swift Code: SBZAJJJ

For international customers outside South Africa paying in foreign currency (**only USD and EURO**):

Gravity Gear (Pty) Ltd
Standard Bank Ltd
Branch: Menlyn Park, 012345
Acc. no: **090823494**
Swift Code: SBZAJJJ

Please use the Quote, Proforma or Account number as a reference. Send proof of payment to gear@gravitygh.co.za

Returns & Refunds Policy:

Gravity Gear wants you to be satisfied with your purchase and is willing to refund you or exchange goods as per the following agreement.

Gravity Gear offers a 30-day return / exchange policy on items / products purchased. This policy specifically applies to products bought from Gravity Gear retail branches and online store.

In general, you can return an unwanted product to us provided:

- it is undamaged and unused, with the original labels and stickers still attached.
- it is in the original packaging, which must be undamaged and in its original condition with all seals still intact and it is not missing any accessories or parts.

The following will not be refunded:

- Special order items, as they are ordered as per the customer's request.
- Courier fees for packages / orders already delivered.

Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 5 days of the return (or refund you should that be your preference). Please bear in mind that refunds can take 5 – 10 working days to reflect in your account. Refund can only be performed with proof of bank account supplied.

A 5% admin handling fee will be charged should a refund be required.

Product Guarantee:

Products supplied by Gravity Gear are covered differently by each manufacturer, and normally includes guarantees against any faults in materials or due to manufacture. Exclusions from the guarantee: normal wear and tear, modifications or alterations, incorrect storage, poor maintenance, damage due to accidents, negligence, or improper or incorrect usage.

Gravity Gear is not responsible for the consequences, direct, indirect, or accidental, or any other type of damage befalling or resulting from the use of its products.

Product Images and Representation:

We have made every effort to display the products on the website as accurately as possible, including the images that represent a visual depiction of the product features and descriptions that pertain to the product.

The actual product delivered may be subject to variations in appearance, as product packaging may differ over time. It remains the responsibility of the customer to ensure that the product he/she ordered is correct, and the product description and/or model number will always overrule any related images when resolving a dispute about a product.

Product Pricing, Availability and Delivery:

The products displayed on the website are subject to availability and will be delivered within the Republic of South Africa only, within the areas as determined by Gravity Gear. Available delivery areas are identified at the checkout process when the delivery address is entered, and it remains the responsibility of the customer to ensure the delivery address, including the suburb postal code and contact person is correct.

All prices displayed on the website are valid and effective only in the Republic of South Africa for the day that they are viewed and do not constitute an offer by any of our physical Gravity Gear branches. Gravity Gear reserves the right, without prior notice, to discontinue or change pricing or specifications of products and services offered on this website without incurring any liability whatsoever.

Gravity Gear cannot guarantee the availability of stock but will endeavour to source stock where possible to fulfil your order. Where items cannot be delivered, Gravity Gear will endeavour to contact the customer based on the information provided at registration and offer either the option to cancel the order or reduce the quantities, where applicable. If Gravity Gear is unable to supply each and every item ordered or the quantities ordered and cannot contact the customer, the customer nevertheless agrees to accept delivery and make payment for the items correctly delivered.

For online purchases, customers will be charged the prices that are reflected on the website, subject to availability and save where “inadvertent and obvious errors” have occurred. The prices include value-added tax. Special promotions may be subject to certain conditions, including stock availability and limited-offer stipulations.

Inadvertent and Obvious Errors:

Whilst all precautions are taken by Gravity Gear to provide the correct information on the website, in the event that we identify an inadvertent and obvious error in the price, product or service description, images and any other relevant content, Gravity Gear is not obliged to provide you with the affected product or service.

Gravity Gear will make every effort to contact you to alert you of the error. In such circumstances, you are entitled to cancel the purchase and we will provide a full refund for the amount paid.

We appreciate that customers may use the Gravity Gear website to research pricing before visiting one of our physical Gravity Gear branches. However, please note that pricing on the Gravity Gear website does not constitute an offer by any of our physical Gravity Gear branches. To avoid disappointment, we therefore recommend that pricing and stock availability be confirmed with the respective Gravity Gear branch before visiting said branch.