

Terms and Conditions

Validity

A Quotation is valid for a period of 30 (thirty) days from date of a quotation.

Payment

A deposit of 50% is required with the placing of the order. The balance must be paid on completion of installation and/or collection.

Installation Lead-time

Normal lead time approximately 4 - 6 weeks from signed order, subject to scope of work and all relevant information pertaining to the contract being received with the order. Cognisance must be taken of the fact that inclement weather and Force Majeure may have a bearing on the manufacture and installation date.

Annual Factory Shut Down

Please take note that our factory shut down occurs from +/- 15 December to +/- 10 January annually. Orders for delivery in the current year will close towards mid November. The specific date for the closing of the order book will be communicated to all our clients in advance. Orders received after the close off date will be for delivery in the New Year.

Site Delays

In the event of delays due to the proposed site not being ready for signage installation, NEON DESIGN CC reserves the right to invoice an additional 40% of the invoice amount over the 50% deposit paid. The client will retain the outstanding 10% until final completion of the signage installation.

Access To Site

It is the responsibility of the client or appointed site project manager to ensure that our installers have access to the site once we have notified you of our on site start date. Should access to the site be denied the installers down time and travel will be charged to the client.

Guarantee

The signage is guaranteed against faulty workmanship for a period of 12 months from date of installation. It should be noted that the warranty replacement in respect of electrical components shall be undertaken within a period of 6 months.

Snags

Should there be any snags after the installation of the signage, we need to be notified within 24 hours. Snags do not entitle the client to withhold payment which is due on completion of the installation.

Installation Height

The price is inclusive of installation up to and including 6000mm from the ground level. Over and above this will have to be quoted site specific.

Electrical Connection

It is the client's responsibility and cost to provide primary wiring leading the electrical current to the sign and the final connection between the signage and the primary wiring.

Fireman's Switch

It is the client's responsibility and cost to provide a fireman's switch for all neon illuminated signage. This is also a requirement by law.

Soil Conditions

The quotation is inclusive of digging for foundations required for monolith and related signage assuming normal soil conditions are presented on commencing digging. However we reserve the right to use specialized equipment to excavate rock or similar obstacles should this be deemed necessary. This will be for the client's account.

Paving

Neon Design cc will, to the best of our ability, make good any paving lifted to effect installation of signage elements. However, it remains the responsibility of the client to get professional paving contractors to re-install any lifted paving.

Council Approval

The Client, shall be responsible for obtaining the permission of the owner of the premises and any municipal or other authority that may from time to time be required for the installation of the signage, and undertakes to comply at all times with the relevant statutory regulation, ordinances and by-laws in force.

Neon Design cc, shall without assuming any liability toward the client and without prejudice to its rights assist the client in providing the necessary documents pertaining to Council's approval.

Copyright

Please note that all the development and artwork for this project has been done by Neon Design cc and thus remains the property of Neon Design cc.

Interest

Interest will be levied on all outstanding amounts/balances at the prime rate, plus 2%.

Consent Clause

- a) The client (and any surety for the client) understands that the personal information given herein is to be used by Neon Design cc for the purposes of assessing the client's credit worthiness. The client confirms that the information given by the client is accurate and complete.
- b) Neon Design cc has the client's consent and authority at all times to contact and request information from any persons, credit bureaus or businesses that it chooses to obtain any information relevant to the client's credit assessment including but not limited to, information regarding the amounts purchased from suppliers per month, length of time the customer has dealt with such supplier, type of goods or services purchased and manner and time of payment.
- c) The client (and any surety for the client) hereby irrevocably indemnify Neon Design cc for any claim whatsoever against Neon Design cc arising out of the National Credit Act of 2005.