



Date: 05/08/2020  
Reg. No.: 2000/035325/23  
VAT Reg. No.: 4 670 189 556

Thank you for contacting SkinTECH. Please note our terms and conditions below. Please request separate terms and conditions for equipment such as the Exsys Excimer and Phototherapy machines.

### Payment

1. All orders require advanced payment.
2. We accept cash, card or EFT. EFT is our preferred payment option.
3. It is at our discretion to await payment to clear in SkinTECH's bank account before despatch of orders.
4. Should payment be processed on Yoco and a refund is required please note transactional fees are non-refundable.
5. **Bank fees for cross border payments are for the customer's account.**

### Courier

1. Domestic orders are despatched with LDS, FastWay or MDS Collivery, unless stated otherwise.
2. International orders are despatched with LDS, MDS Collivery, Aramex, UPS or Legit Grit Logistics, unless stated otherwise.
3. As we make use of accounts with the courier companies, if the courier fee quoted to you differs from the amount charged by the courier company, the difference will be for your account. This will be communicated before or after despatch.
4. Once your order leaves SkinTECH offices it is the responsibility of the customer to follow up with tracking and expected delivery date and time. We can however assist with this.
5. Tracking number and contact details for the respective courier company is provided to customers. If this information has not been received kindly contact us and we will provide you with one.
6. To avoid delays with despatch and delivery please provide correct delivery information including name of contact person who will receive the goods as well as a contact number, including cellphone number. **NB: Goods will not be despatched without a contact number.**
7. Unfortunately we are unable to change delivery address after despatch.
8. In the case that a change in address is accepted, this will cause a delay with receiving your order.
9. Incorrect or damaged orders must be reported within THREE days of receiving your order.
10. Orders cannot be cancelled or refunded once goods are in transit. You will be required to wait for the order to be delivered and thereafter we can assist with

refunds in accordance with our refund policy and refund will exclude courier and transactional fees where applicable.

11. As we make use of prepaid flyer bags, should orders be cancelled before despatch and if the flyer has already been packed, refunds will exclude courier fees. If the flyer bag/s has not been used yet we will refund courier.
12. **Courier is charged on every order unless free delivery is advertised.**
13. Free delivery refers to standard delivery and does not include same day delivery, outlying areas, etc. Should the courier fee be higher than our standard delivery fee, the difference in courier will be charged for.
14. Delays by courier are out of our control.

### **Insurance**

1. For insurance on orders contact us for a quote.
2. Insurance is generally 5% of the value of the goods.
3. Phototherapy lamps fall under goods in transit insurance and is insured up to R40 000 on behalf of SkinTECH. Should damage or similar occur during transport a R4000 excess fee will apply for the claim payable to SkinTECH unless otherwise stated. Should you wish to insure lamps through your own insurance please advise and we will add these details to your invoice for our records.

### **Damaged or Faulty Items**

1. Damaged or faulty items must be reported within THREE days.
2. Should an exchange or return be requested please note all courier costs are borne by the customer.
3. Goods must be returned as received, unused, in its original packaging with all components.
4. Claims for damages from the courier company may take up to 4 weeks.

### **Refunds and exchanges**

1. We regret no refunds or exchanges on used items.
2. If a return or exchange is considered, this will be on new and unused items and subject to approval by SkinTECH and the manufacturer.
3. Goods must be returned as received, unused, in its original packaging with all components.
4. All courier costs are borne by the customer.
5. A restocking fee of up to 25% may apply.
6. Refunds may take up to 4 weeks.

### **Cancellations**

1. Items especially ordered for a customer cannot be cancelled.
2. If a cancellation is considered, this will be subject to approval by SkinTECH and the manufacturer.
3. A restocking fee of up to 25% may apply.

## **Product Guarantee**

Results with products are user dependent and cannot be guaranteed. When available, clinical trials and before and after images can be requested for further insight before purchasing items.

## **Warranty**

1. Warranty extends to the warranty period and only to what the manufacturer covers.
2. Any cost not covered by the manufacturer will be for the customer's account.
3. Courier and transport are costs not covered by the manufacturer.

## **Service and Repairs**

1. Items not purchased from SkinTECH or out of warranty will incur a labour repair fee of R550 ex VAT for Dermlites and R650 ex VAT for Cry-ac's or CryoPro's. These prices are subject to change.
2. If warranty no longer applies, parts will be charged for.
3. Parts not covered by the warranty will be charged for.
4. Should items which have been repaired in South Africa not function to your satisfaction we will where possible, request the parts be removed from the device and we will refund you for these parts. This is offered on Dermlite's and Cry-ac's or CryoPro's.
5. Should items which have been repaired not function to your satisfaction, however you prefer to keep and use the device, a refund on parts will not apply.
6. We regret no refunds on labour fees and courier.
7. If the device cannot be repaired, this will be communicated to you. We may only know the status of repair once received.
8. Should it be noted during service or repair that extra parts not quoted for be required, this will be communicated to the customer and a quote will be provided. Confirmation and acceptance of the quote will be required before proceeding. Advanced payment may be requested.
9. Older units and models may not have spares available for repair and a new device may be required to be purchased.
10. All courier costs to be borne by the customer.
11. Should we export an item for service or repair and upon receipt the manufacturer advises the item is unable to be repaired, we regret there are no refunds for courier.
12. As we make use of accounts with the courier companies, if the courier fee quoted to you differs from the amount charged by the courier company, the difference will be for your account. This may be communicated before or after despatch. In the case of repair/returns, this may only be communicated after receipt back into the country.
13. Repair/returns may incur further customs charges not quoted for prior to despatch which is for the account of the customer.
14. If you require an estimate on customs fees please advise.
15. A report will be provided after repair or inspection for your records.
16. We can supply reports for insurance purposes after inspection and prior to repair.

### Items not in stock

1. Items not in stock will be ordered once payment is received.
2. Estimated time of arrival is approximate and **delays by courier and customs is out of our control.**
3. Please note no cancellations are accepted on special order items. Please refer to cancellation clause for further information.
4. Dermilites **estimated time of arrival** 3 weeks from date of order. Dermilite accessories are added to orders coming in and are not ordered individually. For a quote for individual items to be shipped please contact us. +/- an additional R1000 to list price.
5. Brymill **estimated time of arrival** 4 weeks from date of order.
6. **OTC items are purchased in bulk. We have forecasts with manufacturers and only receive goods 2- 3 times a year. As much as we try to avoid out of stock situations there may be a delay with receiving OTC products.**

### Customs

1. Domestic orders –Duties are not charged on all items. Should this change and duties be added by customs this will be for the customer's account.
2. International – includes but is not limited to, clearance, storage, vat, duties and taxes, which are costs for the customer's account once goods arrive in your country.
3. Repair/return items which are sent for repair to the manufacturer may incur certain customs charges which are for the account of the customer. These fees are only communicated by the courier after delivery/receipt. Machines may incur charges in the region of R10 000 – R20 000 (this is only an estimate and fees can go beyond this estimate). **If you require an estimate please advise before delivery as we cannot be held responsible for these fees.**

### Rentals and Loan Units

1. **The device remains the property of SkinTECH until paid for in full. Should the device not be paid for in full by the date stipulated and agreed between the parties in the contract, SkinTECH reserves the right to uplift the device. The purchaser expressly agrees to cooperate with SkinTECH should the device need to be uplifted.**
2. All courier costs are borne by the customer.
3. A refundable deposit is applicable to all equipment rentals/loans. Please supply banking details for return of deposit. Deposits may take up to 7 working days to process.
4. Goods must be returned as received, in its original packaging with all components.
5. Should items be returned without all components, broken and/or damaged a fee will be deducted from the deposit to cover these costs. Should the deposit be insufficient the difference will be for the customer's account.
6. For any reason that a deposit was not received, SkinTECH will request payment to cover any loss or damage.

7. The unit is required to be dusted and/or wiped down and cleaned before return. Cleaning with only a dry cloth is sufficient if the machine has components that cannot be cleaned with water. **Do not use alcohol wipes or similar.** Should the device be received in unsatisfactory condition, a cleaning fee will be deducted from the deposit, minimum fee R150.
8. Units can be rented for a minimum of 1 week (7 days) and a maximum of 1 month (30 days).
9. Units can be loaned for a maximum of 7 days.
10. Rentals exceeding their rental/loan period will incur penalties. Penalties will be deducted from the deposit or requested if no deposit was received.

### **Additional Information for Export**

#### **Damage**

1. Please inspect the unit on arrival and inform us of any damage within 24 hours of receipt. If the exterior of the shipment shows any sign of damage, such damaged must be photographed before uncrating/unboxing the equipment. If the technician is present, he will check the unit for damage.

#### **Lead Time**

1. The lead time on the order is 2 weeks should all items be in stock.
2. Please refer to clause on out of stock items for further information.
3. Transit time depends on mode of shipping. Orders are shipped via air with a transit time of approximately 2 weeks, assuming no delays (customs/port health may detain goods for inspection and this may cause a delay with delivery).

#### **Warranty**

1. Cry-acs and dewar tanks have a 3 year warranty.
2. Dermalites have a 10 year warranty.
3. Items covered by the warranty and which are sent from the manufacturer are delivered at no cost to the customer. Should this change or other costs be involved we will advise.
4. Items under warranty will not be charged for.
5. Items not covered by the manufacturer's warranty will be for the customer's account.
6. SkinTECH is able to assist with repairs and servicing in South Africa. Should we not be able to, we will advise and confirm how to proceed.
7. Travel/courier is an extra charge not covered by the warranty.
8. Medical supply companies and hospitals can receive training for repairs where possible to minimise repair costs.

### **Disclaimer**

We try our hardest to keep all pricing up to date; however our prices are based on exchange rates, customs charged and other costs of business. Any increase in rates will result in a proportional adjustment in the cost. Please contact us to confirm pricing before proceeding with payment.

**By proceeding with your order you agree to and accept the above terms and conditions.**

Items Purchased: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Name and Surname: \_\_\_\_\_

Delivery address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Contact number: \_\_\_\_\_

Notes on delivery: \_\_\_\_\_