

Standard Terms and Conditions

1. This quotation is valid for a period of 7 (seven) days from the date of issue. Pricing is based on the prevailing rate of exchange (ROE) at the time of quotation and may be subject to adjustment due to exchange rate fluctuations. Any such adjustments will be communicated to the client and must be accepted prior to order confirmation. All exchange rate fluctuations will be for the client's account.
2. Quote is based on our working hours (Monday-Friday 07:00 -16:00) and no allowance made for over time.
3. CSS&I reserves the right to request a payment guarantee or deposit.
4. Payment of the invoice is due on presentation unless prior arrangements have been made and was agreed upon by both parties.
5. Ownership remains with CSS&I until the invoice is paid in full.
6. When existing hardware and cabling is used, we assume it is fully operational.
7. When existing wireways are used, we assume they are fully accessible, free of obstruction and can accommodate the additional cabling.
8. The quotation is based on our understanding of the scope of works as discussed verbally or by email.
9. Workmanship is guaranteed for 12 months. Callouts will be chargeable for failures outside our control, acts of God, and force majeure.
10. Manufacturer's warranty is applicable on all hardware. Labour for the replacement or failure of hardware within the first 12 months is free of charge but excludes acts of God, force majeure, and failures outside our control.
11. Making good of work in ceilings due to cable or hardware installations are excluded unless stated differently by the client.

12. During the upgrade of an existing system, we assume the client is aware that there will be times when the system is not operational. Unless the client has given a direct instruction for this not to be the case, we assume the client has taken steps to reduce the risks, and CSS&I accepts no responsibility for any damages whatsoever, unless such damages were caused due to our gross negligence.
13. In case of a new fire detection and/or fire protection installation, we assume the client has arranged for the SAQCC Design Certificate. The client needs to issue CSS&I with the Design Category at the time of quoting. CSS&I will only supply a SAQCC Installation and Commissioning Certificate. Should the client require a design, CSS&I can arrange this at an additional cost.
14. Unless a detailed technical specification is supplied, pricing is based on the BOQ. The quantities as per the BOQ will take precedence over the drawings. Any omissions related to the specification or drawings will be for the client's account.
15. By accepting our quotation, the client confirms that it has had an opportunity to inspect the equipment proposed prior to accepting a proposal and has verified that it is suitable for the intended purpose.
16. By accepting the quotation, you agree to our business terms and conditions and privacy policy.
17. Caddic Security Systems & Integration (Pty) Ltd, in terms of section 55(2) of the Protection of Personal Information Act 4 of 2013, has registered with the Information Regulator on 11 August 2023. Registration number: 0017622/2023-2024-IRRT/PR.
18. Caddic Security Systems & Integration (Pty) Ltd complies with Promotion of Access to Information Act, 2000.