

TERMS AND CONDITIONS OF SALE

Goods are supplied and services rendered in accordance with the company's terms and conditions of sale. Copies of such documents are already in your possession, available on request and/or on our website. IN PARTICULAR, THE COMPANY WISHES TO DRAW ATTENTION TO THE FOLLOWING PROVISIONS CONTAINED THEREIN:

1. Interest will be charged on all overdue accounts at prime +3% and settlement discounts will be forfeited.
2. Ownership in the goods shall not pass until the full purchase price is paid.
3. The company shall not be liable for any direct, indirect, incidental, consequential, reliant, special or punitive damages.
4. Please note, no returns for refunds will be paid after 7 days from purchase date, returns after 7 days will be credited to your account at our sole discretion. Please also note that all returns must be in their original packaging. Electrical Goods are not returnable.
5. The risk of goods returned remain with the purchaser until the credit note is passed.
6. No cash refunds will be paid from Trysome/HarnessPro branches, all refunds will follow the company refund policy via an EFT from our Head Office, which could take up to 10 working days from date accepted at Head Office.
7. No cheques will be accepted, unless the cheque is bank guaranteed and prior arrangement was made with Trysome management in this regard.
8. Where goods are returned for credit, when it has been correctly supplied by the company and is not faulty or subject to a warranty claim, the company shall be entitled to claim a charge of 10% of the invoice price of goods returned from the customer. Goods manufactured to customer specifications are non-refundable.

WARRANTY PROCEDURE

It is hereby warranted that all wiring harnesses manufactured by HarnessPro are in every respect free from defects in materials and workmanship. This warranty shall remain in force for 12 months from installation for the first customer.

In the terms of this warranty HarnessPro will undertake to repair or replace, free of charge, any wiring loom returned to them at their factory which needs replacement or repair for reasons of defect in material or workmanship in manufacture. HarnessPro will not be held responsible for any subsequent damage, loss of income, or any other expense caused by any defect in any of their harnesses.

This warranty shall lapse should the defect be due to:

1. Any defects in the design of the loom, or any defects due to HarnessPro being supplied incorrect or faulty drawings or the failure of the customer to timeously inform HarnessPro of any design changes.
2. Any defects caused by incorrect or poor installation of the loom or by failing to secure the loom properly or by fitting an incorrect loom to a vehicle.
3. Any damage to the loom caused by outside forces including damage caused during transit or storage.
4. Any damage to the loom caused by incorrect battery connections or faulty componentry other than those components supplied by HarnessPro with the loom.
5. Any tampering with the loom whatsoever.
6. Using the loom outside its design parameters.
7. Any modifications done to the loom other than with the knowledge and permission of the customer's design team being first obtained and HarnessPro being informed of any such modification and providing any such modifications are carried out by a suitably qualified person.
8. Any incorrect plug pin positioning. It will be assumed that once the vehicle leaves the customer's factory all connections must have been correct for the vehicle to have been operational. This will not apply to looms that are delivered as spares and will not apply if a fault is found before installation of a machine for a first customer.
9. Removal of HarnessPro's identification number labels that are fitted to each loom, or damage to any labels that render the identification numbers unreadable.