



BOX 1533; NORTHCLIFF; 2115; GAUTENG; RSA +27 861 646362 www.minema.co.za info@minema.co.za

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## **Dear Cash Customer**

We thank you for your intended purchase. Due to high incidence of fraud and theft we have streamlined our pre-payment options as set out below. The process is embedded into our operating system and cannot be over-ridden.

### **Processing & Delivery / Collection**

- A Pro-Forma Invoice / Quote will be issued with lead times given in good faith, however availability is always offered "Subject to Prior Sale".
- Our systems do not allow for stocks to be reserved until a formal purchase order has been received.
- Lead times of import items are offered in good faith but are always approximated. Many external factors affect the accuracy of lead times and we ask customers to factor this into their forecasts.
- Once your order is received and processed, we cannot accept cancellation unless shipping of the goods have encountered a regulatory issue.
- Within the Johannesburg and Pretoria metropolis areas, orders above R2000 (excl VAT) do not attract a delivery fee.
- Lower value orders, and/or orders outside our primary delivery area do attract a delivery charge which will be confirmed by our Customer Service staff.
- Orders may be collected from our warehouse between 9:00am and 3:30pm Mondays to Thursdays or between 9:00am and 2:30pm on Fridays.

### **Payment**

- Payment should preferably be remitted per EFT, and the payment confirmation emailed to [accounts@minema.co.za](mailto:accounts@minema.co.za) accompanied by the Pro-Forma Invoice / Quote number.
- Should you wish to pay in cash, it may be paid at our offices.
- Due to excessive bank charges related to cash handling, we no longer accept Cash deposits.
- Cheque deposits will necessitate a 10 day hold for authorization.
- In cases where delivery is required, please ensure the delivery fee (if applicable) is included in your remittance and that we have your valid delivery address.

### **Bank Detail**

BANK : FNB  
A/C : 62057416474  
BRANCH : 254 905 [Internet Banking]

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**SABS**  
ISO 9001

Cash sale policy (Rev 01) (Aug 2018)

Directors: MW Hall K Hall

