



SAFS Trading (Proprietary) Limited

STANDARD TRADING TERMS AND CONDITIONS

1. INTERPRETATION

In these trading terms and conditions:

- 1.1 the headings to the clauses are for reference purposes only and shall not aid in the interpretation of the clauses to which they relate;
- 1.2 unless the context clearly indicates a contrary intention, words importing any one gender include the other two genders, the singular includes the plural and vice versa, and natural persons include created entities (corporate or unincorporated) and vice versa;
- 1.3 the following terms shall have the meanings assigned to them hereunder and cognate expressions shall have a corresponding meaning namely -
 - 1.3.1 "the Company" mean SAFS Trading (Pty) Ltd with registration number 2013/10/1218/07
 - 1.3.2 "client" means the same as "Customer";
 - 1.3.3 "confidential information" means any information that belongs to an individual or a juristic person which is not generally available to or known by others;
 - 1.3.4 "Customer" " " means any person at whose request or on whose behalf the Company undertakes any business or provides any advice, information or service;
 - 1.3.5 "goods" means any goods handled, transported or dealt with by or on behalf of or at the instance of the Company or which come under the control of the Company or its agents, servants or nominees on the instructions of the Customer, and includes any container, transportable tank, flat pallet, package or any other form of covering, packaging, container or equipment used in connection with or in relation to such goods;
 - 1.3.6 "individual" or "individuals" means a natural person or natural persons;
 - 1.3.7 "INCOTERMS" means the latest official rules for the interpretation of trade terms published by the International Chamber of Commerce from time to time;
 - 1.3.8 "juristic person" means an entity or association of natural persons, including a partnership or other body of persons, corporate or unincorporated, or a trust having 3 or more trustees, or a trustee which is itself a juristic person.
 - 1.3.9 "the law" means the common law or any legislative enactment of any nature whatsoever, including the NCA;
 - 1.3.10 "the NCA" means the National Credit Act 34, 2005, as amended from time to time; and
 - 1.3.11 "the owner" means the owner of the goods and any other person who may have or who acquires any interest, financial or otherwise, therein.

2. APPLICATION OF TRADING TERMS AND CONDITIONS

Subject to clause 5, all and any business undertaken or advice, information or services provided by the Company, whether gratuitous or not, is undertaken or provided on these trading terms and conditions.

3. GRANTING OF CREDIT AND APPLICATION OF TRADING TERMS AND CONDITIONS

The granting of credit by the Company to the Customer is at the discretion of the Company.

4. OWNER'S RISK

All packing, unpacking, palletising or de-palletising, sorting, storing, (whether in the open or otherwise) loading, unloading, warehousing, transporting or other handling of goods by or on behalf of or at the request of the Customer, owner or the Company, is effected at the sole risk of the Customer and/or the owner, and the Customer indemnifies the Company against any claim which might be brought against the Company, howsoever arising, from such packing, unpacking, palletising or de-palletising, sorting, storing, (whether in the open or otherwise), loading, unloading, warehousing, transporting or other handling of goods.

5. APPLICABLE LEGISLATION

- 5.1 If the Company is obliged, in the execution of any of its duties and/or responsibilities to comply with the law, then the Company by complying therewith, shall not be deemed to waive nor abandon any of its rights in terms of these trading terms and conditions.
- 5.2 In addition thereto, in complying with the law, the Company shall not be deemed to have assumed any onus, obligation, responsibility or liability in favour of the Customer.
- 5.3 If any of the terms of these trading terms and conditions is repugnant to or in conflict with the law, then and in such event the conflicting term embodied herein shall be deemed to be amended and/or altered to conform therewith, and such amendment and/or alteration shall not in any way affect the remaining provisions of these trading terms and conditions.

6. TRANSPORT DOCUMENTS

The company shall be entitled to issue in respect of the whole or part of any contract for the movement of goods, a combined transport document or bill of lading ("CTBL") in a form that shall be within the Company's discretion, including a FIATA combined transport bill of lading, a warehouse and/or forwarding receipt, an air or sea waybill, a consignment or delivery note, a container movement or transport order, a Groupage or house bill of lading or a received for shipment or despatch bill of lading, (any of which may reflect the Company or another as the carrier in terms thereof) provided that where a CTBL is issued these trading terms and conditions shall continue to apply as between the Company on the one part and the Customer and/or the owner on the other part, (save with regard to the owner, to the extent that they conflict with the terms and conditions applicable to the CTBL, in which event the provisions of the CTBL shall to the extent of such conflict only, have precedence). The issue of the CTBL by the Company shall entitle it to raise an additional charge determined by the Company, to cover any additional obligations arising under the CTBL.

7. EXCLUSION OF OBLIGATIONS OF COMMON OR PUBLIC CARRIER

The company deals with goods only on the basis that it is neither a common carrier nor a public carrier. The transportation of all goods is undertaken at the sole risk and expense of the Customer and subject to these conditions.

8. COMPANY'S DISCRETION IN THE ABSENCE OF INSTRUCTIONS

In the absence of specific instructions given timeously in writing by the Customer to the Company -

- 8.1 it shall be in the reasonable discretion of the Company to decide at what time to perform or to procure the performance of any or all of the acts which may be necessary or requisite for the discharge of its obligations to the Customer;
- 8.2 the Company shall have an absolute discretion to determine the means, route and procedure to be followed by it in performing all or any of the acts or services it has agreed to perform; and



8.3 in all cases where there is a choice of tariff rates or premiums offered by any carrier, warehouseman, underwriter, or other person depending upon the declared value of the relevant goods or the extent of the liability assumed by the carrier, warehouseman, underwriter or other person, it shall be in the discretion of the Company as to what declaration, if any, shall be made, and what liability, if any, shall be imposed on the carrier, warehouseman, underwriter or other person.

9. **COMPANY'S GENERAL DISCRETION**

9.1 Notwithstanding anything to the contrary herein contained, if at any time the Company should consider it to be in the Customer's interests or for the public good to depart from any of the Customer's instructions, the Company shall be entitled to do so and shall not incur any liability in consequence of doing so.

9.2 If events or circumstances come to the attention of the Company, its agents, servants, or nominees which, in the opinion of the Company, make it in whole or in part, impossible or impracticable for the Company to comply with a Customer's instructions the Company shall take reasonable steps to inform such Customer of such events or circumstances and to seek further instructions. If such further instructions are not timeously received by the Company in writing, the Company shall, at its sole discretion, be entitled to detain, return, store, sell, abandon, or destroy all or part of the goods concerned at the risk and expense of the Customer.

10. **INSURANCE**

10.1 The Company shall have no obligation whatsoever to obtain any form of insurance cover on behalf of the Customer in respect of the goods and will only endeavour to do so at the express request of the customer to do so. Subject to the provisions of clauses 10.3 and 10.4, the Company shall however endeavour to place any insurance cover the Customer timeously and in writing instructs it to effect. Such insurance will be subject to such exceptions and conditions as may be imposed by the insurance company or underwriter taking the risk and the Company shall not be obliged to obtain separate cover for any risks so excluded. Unless otherwise agreed in writing the Company shall not be under any obligation to obtain separate insurance in respect of separate consignments but may insure all or any of such consignments under any open or general policy held by the Company from time to time. Should any insurer dispute its liability in terms of any insurance policy in respect of any goods, the Customer concerned shall have recourse against such insurer only and the Company shall not have any responsibility or liability whatsoever in relation thereto. Insofar as the Company agrees to arrange insurance for the Customer, the Company acts solely as agent for and on behalf of the Customer.

10.2 Subject to clause 10.1, if the goods are transported, or are to be transported, by rail, it shall be the obligation of the Customer to instruct the Company prior to receipt of the goods into its or Spoorinet's custody or control, as to whether the Company is to accept Spoorinet's standard or any offer of insurance of the goods, on behalf of the Customer, or to request the Company to endeavour to place such insurance cover with such other underwriter as directed by the Customer. In any event, the Customer acknowledges that it is aware of the terms and conditions under which Spoorinet undertakes the rail carriage of containerised goods, the terms and conditions of the insurance cover offered by Spoorinet and their limitations of liability in the event of such insurance cover not being accepted and under no circumstances whatsoever shall the Company be liable for any loss suffered by the Customer and howsoever caused, while the goods are in the custody of Spoorinet.

10.3 Notwithstanding anything to the contrary herein contained, the Company shall in no circumstances be liable for any consequences of any failure to obtain any insurance cover, whether requested to do so by the Customer, or otherwise and the liability of the Company in respect of any claim brought against the Company arising out of or connected with the provisions of this clause 10 shall be regulated and determined in accordance with the provisions of clause 40 and clause 41 of these conditions.

11. **COMPANY'S OBLIGATIONS IN THE ABSENCE OF INSTRUCTIONS**

Unless specific written instructions are timeously given to and accepted by the Company, the Company shall not be obliged to -

11.1 make any declaration for the purpose of any statute, convention, or contract, as to the nature or value of any goods or as to any special interest in delivery. In particular, the Company shall be under no obligation to make any declaration or to seek any special protection or cover from any carrier in respect of any goods which are, or fall within the definition ascribed thereto by that body of dangerous goods or other goods which require special conditions of handling or storage; and

11.2 arrange for any particular goods to be carried, stored or handled separately from other goods.

12. **CUSTOMER'S UNDERTAKINGS**

12.1 For all purposes hereunder the Customer shall be deemed to have in relation to the Customer's business, the goods and the services to be rendered by the Company in regard thereto, reasonable knowledge of all matters directly or indirectly relating thereto or arising therefrom including, without limitation, terms of sale and purchase and all matter relating thereto and the Customer undertakes to supply all pertinent information to the Company.

12.2 The Customer warrants that -

12.2.1 it is either the owner or the authorised agent of the owner of any goods in respect of which the Customer instructs the Company and that each such person is bound by these trading terms and conditions;

12.2.2 in authorising the Customer to enter into any contract with the Company and/or in accepting any document issued by the Company in connection with such contract, the owner, sender or consignee is bound by these trading terms and conditions for itself and its agents and for any parties on whose behalf it or its agents may act, and in particular, but without prejudice to the generality of the foregoing, it accepts that the Company shall have the right to enforce against them jointly and severally any liability of the Customer under these trading terms and conditions or to recover from them any sums to be paid by the Customer which upon proper demand have not been paid;

12.2.3 all information and instructions supplied or to be supplied by it to the Company is and shall be accurate, true and comprehensive, and in particular, without derogating from the generality of the foregoing, the Customer shall be deemed to be bound by and warrants the accuracy of all descriptions, values and other particulars furnished to the Company for Customs, consular and other purposes, and the Customer warrants that it will not withhold any necessary or pertinent information, and indemnifies the Company against all claims, losses penalties, damages, expenses and fines whatsoever, whensoever and howsoever arising as a result of a breach of the foregoing whether negligently or otherwise including, without derogating from the generality of the foregoing, any assessment or reassessment;

12.2.4 the goods will be properly, adequately and appropriately prepared and packed, stowed, labelled and marked, having regard inter alia to the implementation by or on behalf of the Company or at its instance of the contract involved, and the characteristics of the goods involved and are capable of withstanding the normal hazards inherent in the implementation of such contract;

12.2.5 where goods are carried in or on containers, trailers, flats, tilts, railway wagons, tanks, igloos or any other unit load devices specifically constructed for the carriage of goods by land, sea or air, (each such device hereinafter individually referred to as "the transport unit") then save where the Company has been given and has accepted specific written instructions to load the transport unit -



- 12.2.5.1 that the transport unit has been properly and competently loaded;
- 12.2.5.2 that the goods involved are suitable for carriage in or on the transport unit; and
- 12.2.5.3 that the transport unit is itself in a suitable condition to carry the goods loaded therein and complies with the requirements of all relevant transport authorities and carriers.
- 13. **RECOVERY OF DEBTS DUE TO THE COMPANY**
- 13.1 The company shall be entitled to recover any amounts due to it by the Customer in respect of instructions relating to or in terms of any contract in respect of particular goods from the Customer, or if the Customer acts as agent for a disclosed or undisclosed principal, from the Customer or the principal, as the Company in its absolute discretion deems fit.
- 13.2 The Customer agrees that in the event of the Company or any member of the Group instituting legal proceedings against the Customer to recover amounts due in terms of any agreement or for breach of these trading terms and conditions or for enforcement of any other obligations or for the recovery of damages owed by the Customer to the Company or any member of the Group in terms of such agreement, the Customer shall be liable for all legal costs incurred by the Company or member of the Group, on the scale as between attorney and own client, as well as collection commission and tracing agent's fees.
- 14. **COMPANY ENTITLED TO ACT AS AGENT OR PRINCIPAL IN CONTRACTING**
- 14.1 Unless otherwise agreed in writing, the Company in procuring the carriage, storage, packing or handling of goods shall be entitled to act either as an agent for and on behalf of the Customer or as a principal, as it in its absolute discretion deems fit.
- 14.2 The offer and acceptance of a fixed price for the accomplishment of any task shall not itself determine whether such task is to be arranged by the Company acting as agent for and on behalf of the Customer or as a principal.
- 14.3 The Customer acknowledges that when the Company, as agent for and on behalf of the Customer, concludes any contract with a third party, such agreement is concluded between the Customer and the third party.
- 14.4 Unless otherwise agreed in writing, the Company, when acting as agent for and on behalf of the Customer, shall be entitled to enter into any contract it reasonably deems necessary or requisite for the fulfilment of the Customer's instructions, including, without limitation, contracts for the -
 - 14.4.1 carriage of goods by any route or means or person;
 - 14.4.2 storage, packing, transport, shipping, loading, unloading and/or handling of goods by any person at any place whether on shore or afloat and for any length of time; and
 - 14.4.3 carriage or storage of goods in break-bulk form or in or on transport units as defined in clause 12.2.5 or with or without other goods of whatsoever nature.
- 15. **SUBCONTRACTING**
- 15.1 Any business entrusted by the Customer to the Company may, in the absolute discretion of the Company, be fulfilled by the Company itself, by its own servants performing part or all of the relevant services, or by the Company employing, or entrusting the goods or services to third parties on such conditions as may be stipulated by, or negotiated with, such third parties for the purposes of such services, or such part thereof as they may be employed to carry out.
- 15.2 Where the Company contracts with third parties to perform all or any of the functions which it has agreed to perform, the Customer agrees that the Company shall have no responsibility or liability to the Customer for any act or omission of such third party, even though the Company may be responsible for the payment of such third party's charges. Notwithstanding the foregoing, the Company undertakes to cede any right of action which it may have against such third parties to the Customer upon demand, the Customer hereby indemnifying the Company against any loss, damage or expense which might arise from the Customer prosecuting such claims or right of action.
- 16. **TERMS AND CONDITIONS OF AGENTS AND SUBCONTRACTORS**
- 16.1 Notwithstanding anything to the contrary contained herein, the Customer agrees that all goods shall be dealt with by any third party appointed to perform any function in terms of clause 15, on the terms and conditions, whether or not inconsistent with these trading terms and conditions, stipulated by any such third party, including the carriers, warehousemen, government departments, and all other parties (whether acting as agents or subcontractors to the Company or otherwise) into whose possession or custody the goods may pass, or subject to whose authority they may at any time be.
- 16.2 If, notwithstanding the provisions of clause 15.2, it should be held that the Company in any way retains any obligations or responsibilities with regard to the performance of the obligations by a third party, then to the extent that the terms and conditions stipulated by the third party carrier, warehouseman, government department and any other such party, impose a liability, obligation or responsibility on the Company, more onerous than those imposed by these terms and conditions, then such provision shall not apply as between the Company and the Customer or owner and the provisions of these terms and conditions shall have precedence. In all other instances the third party's terms and conditions shall apply.
- 17. **GOODS REQUIRING SPECIAL ARRANGEMENTS**
- Except under special arrangements previously made in writing the Company will not accept or deal with bullion, coins, banknotes, securities or other currency, precious stones, jewellery, valuables, antiques, pictures, human remains, livestock, plants, tobacco products, spirits, wine, mobile telephones and their components, or computers and their components or parts. Should the Customer nevertheless deliver such goods to the Company or cause the Company to handle or deal with any such goods otherwise than under special arrangements previously made in writing, the Company shall incur no liability whatsoever in respect of such goods, and in particular, shall incur no liability in respect of its negligent acts or omissions in respect of such goods. A claim, if any, against the Company in respect of the goods referred to in this clause 17 shall be governed by the provisions of clauses 40 and 41.
- 18. **GOODS REQUIRING PRIOR CONSENT OF THE COMPANY**
- 18.1 The Customer shall obtain in advance the Company's specific written consent to accept into its possession or control or into the possession or control of any of its servants, sub-contractors, agents or employees any goods, including radio-active materials, which are or may become perishable, dangerous, inflammable or noxious, or which by their nature may injure, damage, taint or contaminate, or in any way whatsoever adversely affect any person, goods or property, including goods likely to harbour or attract vermin or other pests, or any goods defined as hazardous and/or dangerous in the Tariff or rules for carriage of Transnet Limited, or so classified in the IMDG Code or any other code or regulations of, or published by, any other International Organisation. The Customer warrants that such goods, or the case, crate, box, drum canister, tank, flat, pallet, package or other holder or covering of such goods will comply with any applicable laws, regulations or requirement of any authority or carrier and that the nature and characteristics of such goods and all other data required by such laws, regulations or requirements will be prominently and clearly marked on the outside cover of such goods.



- 18.2 If any such goods are delivered to the Company, whether or not in breach of the provisions of clause 18.1, such goods may for good reason as the Company in its discretion deems fit including, without limitation, the risk to other goods, property, life or health, be destroyed, disposed of abandoned or rendered harmless or otherwise dealt with at the risk and expense of the Customer and without the Company being liable for any compensation to the Customer or any other party, and without prejudice to the Company's rights to recover its charges and/or fees including the costs of such destruction, disposal, abandonment or rendering harmless or other dealing with the goods. The Customer indemnifies the Company against all loss, liability or damage caused to the Company as a result of the tender of goods to the Company.
19. **PERISHABLE GOODS**
- 19.1 Without limiting or affecting any other terms of these trading terms and conditions, goods (whether perishable or otherwise) in the care, custody or control of the Company may at the Customer's expense be sold by private treaty or public auction or otherwise or otherwise disposed of by the Company, in its sole discretion, without notice to the Customer, sender, owner or consignee, if -
- 19.1.1 such goods have begun to deteriorate or are likely to deteriorate;
- 19.1.2 such goods are insufficiently addressed or marked;
- 19.1.3 the Customer cannot be identified; or
- 19.1.4 the goods have not been collected or accepted by the Customer or any other person after the expiration of 21 days from the company notifying the Customer in writing to collect or accept such goods, provided that if the Company has no address for the Customer such notice period shall not be necessary, and payment or tender of the net proceeds, if any, of the sale thereof after deduction of those charges and expenses incurred by the Company in respect thereof shall be equivalent to delivery of such goods.
- 19.2 Should any amount owing by the Customer to the Company in respect of any matters referred to in clause 19.1 become due and payable and remain unpaid, or in the event that any goods are not accepted for delivery as provided for in 20 below, the Company shall be entitled and the Customer hereby authorises the Company and without first obtaining an order of court, to sell all or any of the goods by public auction or on reasonable notice not exceeding 14 days by private treaty. The net proceeds of any such sale, after deducting therefrom all costs, charges and expenses incurred by the Company, shall be applied in reduction or discharge as the case may be, of the Customer's obligations to the Company in respect of such goods without prejudice to the Company's rights to recover from the Customer any balance which may remain owing to the Company after the exercise of such rights. Should the total amount collected by the Company, after deducting therefrom all costs, charges and expenses incurred by the Company in respect thereof, exceed the full amount of the Customer's obligations to the Company in respect of such goods, the Company shall be obliged to refund such excess to the Customer.
20. **THE ACCEPTANCE OF DELIVERY**
- If delivery of any goods is not accepted by the Customer, consignee or party nominated by the Customer at the appropriate time and place then: -
- 20.1 the Company shall be entitled to store the goods or any part thereof at no risk to the Company and at the expense of the Customer; and
- 20.2 the provisions of clause 19.2 shall apply mutatis mutandis.
21. **WAREHOUSING**
- 21.1 In providing the services, the goods may be warehoused or otherwise held at any place as determined by the Company in its absolute discretion, at the Customer's risk and expense.
- 21.2 Where the Company acts as in the capacity as warehouseman, as a principal, whether in premises owned, leased or operated by it, or in premises operated by a third party, all goods are received, stacked, stored, moved, despatched and otherwise handled, at the risk of the Customer and the owner thereof. All such activities shall be undertaken by the Company in terms of and subject to these conditions and the Company shall not be liable at law, as a bailee or deposittee.
- 21.3 The Customer and the owner warrant that:
- 21.3.1 all goods delivered to the Company for warehousing shall be properly packed and labelled and in the event of any such goods requiring special storage, packaging or labelling by reason of its nature or properties or in accordance with any regulation, convention or statute, that all such requirements shall be complied with; and
- 21.3.2 notice of any special storage requirements of any such goods shall be given to the Company in writing prior to the delivery of the goods into the custody of the Company or its agents, provided that the Company shall not be obliged to take delivery of any such goods in the event of it being of the view that such goods or the handling and storage thereof are for any reason whatsoever undesirable.
- 21.4 In the event that the Company agrees to undertake the packing of the goods into any container or the packaging or unitisation of the goods for any purpose, such packing shall be undertaken at the sole risk and expense of the Customer and it shall be the obligation of the Customer to provide the Company with full packing and labelling instructions in writing, including but not limited to any requirements as to internal or other securing, mass distribution, maximum aggregate mass restrictions, labelling, temperature control or other restrictions, information as to the properties of the goods and any noxious or other possible hazardous or dangerous properties they might possess.
- 21.5 Notwithstanding anything else to the contrary herein contained, the Customer and the owner of the goods indemnify the Company against any consequences (including all damages and consequential losses) howsoever resulting from the storage of any goods tendered for transport or warehousing. A failure to provide all relevant information to the Company shall render the Customer liable in damages to the Company.
22. **COLLECTION OF EXPENSES AND C O D**
- 22.1 When goods are accepted or dealt with by the Company upon instructions to collect freight, duties, charges or other expenses from the consignee or any other person, the Customer shall remain responsible therefore if they are not paid by such consignee or any other person immediately when due.
- 22.2 If accepted by the Company, instructions to collect payment on delivery shall be subject to the condition that the Company will be entitled to assume that the recipient will effect payment and in regard to the collection will not be liable for any negotiable instrument which is not met on due date for payment. Such payment is collected by the Company at the Customer's risk.
23. **SUNDRY GOODS RECOGNISABLE AS THE CUSTOMER'S**
- The company shall have no obligation to take any action in respect of any goods which may be recognisable as belonging to the Customer unless and until it receives suitable instructions relating to those goods together with all necessary documents.
24. **EXAMINATION OF LANDED GOODS**
- 24.1 Where it is necessary for an examination to be held or other action to be taken by the Company in respect of any discrepancy in the goods which are landed or discharged from any vessel, aircraft, vehicle, or transport unit, no responsibility or liability shall attach to the Company for any failure to hold



such examination or to take any other action unless the Company has been timeously advised by the landing or discharge agent that such goods have been landed and that such a discrepancy exists.

24.2 The company will not be responsible for examining or counting any goods received by it where such goods are bundled, palletised or packed in any manner such that their number cannot be quickly and easily counted. Should the Company undertake to examine or count goods so received, it shall incur no liability in respect of any error or inaccuracy in such counting, whether such error or inaccuracy is the result of negligence on the part of the Company or otherwise. The company shall be entitled to levy a charge on the Customer for the counting of goods in such circumstances.

25. **DUTIES, TAXES, IMPOSTS, LEVIES AND DEPOSITS**

25.1 The Customer, whether or not the cause of payment was due to an act, instruction or omission of the sender, owner and/or consignee and their agents, if any, shall be liable for any duties, taxes, imposts, levies, deposits or out-lays of whatsoever nature levied by or payable to the authorities, intermediaries or other parties at any port or place for or in connection with the goods and whether at the time of entry and/or at any subsequent time and for any payments, fines, penalties, expenses, loss or damage or whatsoever incurred or sustained by the Company in connection therewith or arising thereout.

25.2 The company shall bear no liability in consequence of the fact that there may be a change in the rate of duty, wharfage, cargo dues, freight, railage or cartage or any other tariff, before or after the performance by the Company of any act involving a less favourable rate or tariff or by virtue of the fact that a saving might have been effected in some other way had any act been performed at a different time.

26. **RECOVERY OF DUTIES INCORRECTLY PAID**

Where as a result of any act or omission by or on behalf or at the instance of the Company and whether or not such act or omission was negligent, any duty, tax, levy, railage, wharfage, cargo dues, freight, cartage or any other impost or charge has been paid or levied in an incorrect amount, then any responsibility or liability to the Customer which the Company may otherwise have will cease and fall away if the Customer does not -

26.1 within a reasonable time having regard to all the circumstances, and in particular to the time allowed for the recovery from the payee of the amount overpaid, advise the Company that an incorrect amount has been paid or levied; and

26.2 do all such acts as are necessary to enable the Company to effect recovery of the amount incorrectly paid or levied.

The fact that the Customer may not be aware that any such incorrect payment has been made shall not constitute a circumstance to be taken into account in calculating what is a reasonable time for the purpose of clause 26.1. Should any act or omission by the Customer, whether or not such act or omission was due to ignorance on the part of the Customer, and whether or not such ignorance was reasonable or justified in the circumstances, prejudice the Company's right of recovery, the Customer shall be deemed not to have complied with the provisions of clauses 26.1 and 26.2.

27. **PAYMENT BY THE CUSTOMER**

27.1 Unless otherwise specifically agreed by the Company in writing, the Customer shall pay to the Company in cash immediately upon presentation of account, all sums due to the Company without deduction or set-off and payments shall not be withheld or deferred on account of any claim or counterclaim which the Customer may allege.

27.2 Payment of all amounts due to the company shall be made :

27.2.1 Free of exchange and any other charges at such address as the company may require.

27.2.2 In such currency as the Company may direct.

27.2.3 Without demand and free of any deduction or set off on the due date of payment.

27.3 Any amount not paid on due date for payment shall bear interest at the maximum permissible rate allowed by law on accounts not settled within the agreed terms of credit and calculated on daily balance and compounded monthly in arrears or, if the Customer is an individual, the maximum interest rate as determined by the NCA or any Regulations thereto, which interest shall be capitalised monthly in accordance with the provisions of the NCA.

27.4 All and any moneys received by the Company from the Customer shall be appropriated by the Company firstly to satisfy any due or unpaid interest charges, secondly to satisfy any due or unpaid fees or charges, and lastly to reduce the amount of the principal debt.

27.5 The Customer undertakes to pay the Company Value Added Tax at the then prescribed rate, payable in respect of the exclusive amount reflected in any invoice.

27.6 In the event of the Company having granted any credit terms or facilities to the Customer in writing, which provide the Customer a deferred period of time to effect payment of any amount due to the Company, and in the event of the Customer being in default of payment of any one or more amount due and payable, or being in default of any other term or condition on which such credit facility was granted, then notwithstanding any other term to the contrary where-so-ever contained, the Company shall be entitled to forthwith revoke such credit facilities and declare all amounts immediately due and payable and proceed for recovery of all amounts which would be due and payable to the Company, were it not for the credit terms or facilities granted to the Customer.

28. **DEBITING FEES AND DISBURSEMENTS**

The company shall under no circumstances be precluded from raising a debit and obtaining payment in respect of any fee or disbursements due to it notwithstanding the fact that a previous debit or debits, whether excluding or partly excluding the items subsequently requiring to be charged or recovered, had been raised and whether or not any notice had been given that further debits were to follow.

29. **RISK OF ITEMS POSTED OR ELECTRONICALLY TRANSMITTED**

29.1 Subject to the provisions of clause 51, and notwithstanding any prior dealings between the Company and the Customer all documents, cash, cheques, bank drafts or other remittances, sent to the Company through the post or electronically transmitted shall be deemed not to have been received by the Company unless and until they are actually received by the Company.

29.2 In the event that any payment to the Company is effected electronically, then the Customer bears the risk in respect of such payment until such time as the payment is received and cleared into the Company's bank account.

30. **QUOTATIONS & ESTIMATES**

30.1 The company shall be entitled at any time by notice to the Customer to cancel, amend or resile from any quotation or estimate given by the Company to the Customer, in circumstances where it becomes impracticable or uneconomical for the Company to carry out the contract at the quoted or estimated rate and the Customer shall have no claim whatsoever against the Company for any loss that the Customer might incur as a result of the Company cancelling, amending or resiling from the quotation or estimate. .

30.2 Without in any way limiting the provisions of clause 30.1 all quotations and estimates are subject to revision without notice, having regard to changes in currency exchange rates and upward movements in amounts payable by or on behalf of, or at the instance of the Company to third parties, including, without limitation, freight, surcharges, insurance premiums, equipment rental and labour which charges and upward movements take place after



quotation. Any revision of rates as aforesaid will be commensurate with the change in the currency exchange rate or the increase in such amounts payable. Any such increase shall, failing agreement between the parties, be determined by the then auditors of the Company or any other auditors nominated by the Company, who in such determination shall act as experts and not as arbitrators and whose decision shall be final and binding on the parties.

31. **NO CLAIMS AGAINST COMPANY DIRECTORS AND EMPLOYEES**

The Customer undertakes that no claim shall be made against any director, servant or employee of the Company which imposes or attempts to impose upon him any liability in connection with the rendering of any services which are the subject of these trading terms and conditions and the Customer hereby waives all and any such claims.

32. **CUSTOMER'S ORAL INSTRUCTIONS**

The Customer's instructions to the Company shall be precise, clear and comprehensive and in particular, but without limitation, shall cover any valuation or determination issued by the Customs in respect of any goods to be dealt with by or on behalf of or at the request of the Company. Instructions given by the Customer shall be recognised by the Company as valid only if timeously given specifically in relation to a particular matter in question. Oral instructions, standing or general instructions or instructions given late, even if received by the Company without comment, shall not in any way be binding upon the Company, but the Company may act thereupon in the exercise of its absolute discretion.

33. **VARIATION OF THESE TRADING TERMS AND CONDITIONS**

No variation of these trading terms and conditions shall be binding on the Company unless embodied in a written document signed by the managing director personally, or alternatively by two other duly authorised directors of the Company. Any purported variation or alteration of these trading terms and conditions otherwise than as set out above shall be of no force and effect, whether such purported variation or alteration is written or oral, or takes place before or after receipt of these standard trading terms and conditions by the Customer.

34. **NON WAIVER**

No waiver of any of these terms and conditions shall be binding or effectual for any purpose unless in writing and signed by or on behalf of the party giving the same. Any such waiver will be effective in a specific instance and for the purpose given. No failure or delay on the part of either party hereto in exercising any right, power or privilege hereunder will constitute or be deemed to be waiver thereof, nor will any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof or the exercise of any other right, power or privilege.

35. **GOVERNING LAW**

These trading terms and conditions and all agreements entered into between the Company and the Customer pursuant thereto and on the terms thereof shall be governed by and construed in accordance with the law of the country where the Company has its registered office.

36. **SUBMISSION TO JURISDICTION**

The parties agree that any legal action or proceedings arising out of or in connection with these trading terms and conditions, or the granting of any credit, may at the Company's sole discretion, be brought in the relevant court in the country having territorial and civil jurisdiction, where the company's registered office is situated at the commencement of the proceedings, and the Customer irrevocably submits to the jurisdiction of such court. The Company shall have the option within that jurisdiction, or any other competent jurisdiction, of proceeding in an inferior court, notwithstanding that the amount of the claim may exceed the jurisdiction of that inferior court, to which jurisdiction the Customer hereby consents.

37. **BENEFIT OF DISCOUNTS**

The Company is entitled to the benefits of any discounts obtained and to retain and be paid all brokerages, commissions, allowances and other remunerations of whatsoever nature and kind whether or not they are customarily retained by or paid to freight forwarders, warehousemen or transporters and shall not be obliged to disclose or account to the Customer, or principal for any such amounts received or receivable by it.

38. **LIEN**

38.1 All goods and documents relating to goods including bills of lading and import permits, as well as all refunds, repayments, claims and other recoveries, shall be subject to a special and general lien or pledge either for moneys due in respect of such goods or for other moneys due to the Company from the Customer, sender, owner, consignee, importer or the holder of the bill of lading or their agents, if any.

38.2 In delivering the goods into the custody of the Company or its agents for any purpose whatsoever, such delivery shall for the purposes hereof be deemed to be delivery of the same in pledge and as security for all amounts owed to the Company at that time or which become payable in the future. In the event of the Company utilising the services or premises of any third party for any purposes including the transportation or storage of any goods, such third party shall be the agent of the Company for purposes of exercising the Company's right to retention under lien and/or pledge.

38.3 If any moneys due to the Company are not paid within 14 days after notice has been given to the person from whom the moneys are due that such goods or documents are being detained, they may be sold by public auction or by private treaty or in some other way disposed of for value at the sole discretion of the Company and at the expense of such person, and the net proceeds (if any) applied in or towards satisfaction of such indebtedness.

38.4 The Customer shall not be entitled to effect or allow to be effected any security in respect of the goods or the documents relating to the goods, including without limitation, any general or special notarial bond, pledge, hypothec, right of retention, or lien and pledge, without the prior written consent of the Company. The lien and pledge and right of retention in favour of the Company referred to above in 38.1 and 38.2, shall operate as a first and prior charge against the goods and the documents relating to the goods and no other security shall rank prior to the Company's lien, pledge or right of retention.

39. **INDEMNITY BY THE CUSTOMER**

Without prejudice to any of the Company's rights and securities under these trading terms and conditions, the Customer indemnifies and holds harmless the Company against all liabilities, damages, costs and expenses whatsoever incurred or suffered by the Company arising directly or indirectly from or in connection with the Customer's express or implied instructions or their implementation by or on behalf of or at the instance of the Company in relation to any goods and in particular, but without limitation of the foregoing, in respect of any liability whatsoever which may be incurred-

- 39.1 arising from the failure of any warranty given to the Company in respect of the goods being true and correct; and/or
- 39.2 to any haulier, carrier, warehouseman or other person whatsoever at any time involved with such goods arising out of any claim made directly or indirectly against any such person by the Customer or by any consignor, consignee or owner of such goods or by any person having an interest in such goods or by any other person whatsoever; and/or
- 39.3 to any owner or consignee of such goods who is not the Customer of the Company where the Company performs the service of a de-consolidation agent, or any other service; and/or
- 39.4 to any carrier of the goods if the Company is the consignor or consignee of the goods; and/or



- 39.5 in respect of any goods referred to in clause 18.
Notwithstanding that the Company may seek recovery of any amount due to it, from any person other than the Customer, the Customer shall remain liable to make payment of the said amount to the Company upon demand, at any stage.
40. **LIMITATION OF COMPANY'S LIABILITY**
- 40.1 Subject to the provisions of clause 40.2 and clause 41, the Company shall not be liable for any claim of whatsoever nature (whether in contract or in delict) and whether for damages or otherwise, howsoever arising including but without limiting the generality of the aforesaid claims arising from -
- 40.1.1 any negligent act or omission or statement by the Company or its servants, agents, sub-contractors or nominees; and/or
- 40.1.2 any act or omission of the Customer or agent of the Customer with whom the Company deals; and/or
- 40.1.3 any loss, damage or expense arising from or in any way connected with the marking, labelling, numbering, non-delivery or mis-delivery of any goods; and/or
- 40.1.4 any loss, damage or expense arising from or in any way connected with the weight, measurements, contents, quality, inherent vice, defect or description of any goods; and/or
- 40.1.5 any loss, damage or expense arising from or in any way connected with any circumstance, cause or event beyond the reasonable control of the Company, including but without limiting the generality of the aforesaid, any act of God, any act of Government or other authority, strike, lock-out, stoppage or restraint of labour; and/or
- 40.1.6 damages arising from loss of market or attributable to delay in forwarding or in transit or failure to carry out any instructions given to the Company; and/or
- 40.1.7 loss or non-delivery of any separate package forming part of a consignment or for loss from a package or an unpacked consignment or for damage or mis-delivery; and/or
- 40.1.8 damage or injury suffered by the Customer or any person whatsoever arising out of any cause whatsoever as a result of the Company's execution or attempted execution of its obligations to the Customer and/or the Customer's requirements or mandate; unless -
- (a) such claim arises from a grossly negligent act or omission on the part of the Company or its servants; and
- (b) such claim arises at a time when the goods in question are in the actual custody of the Company and under its actual control; and
- (c) the claim is not time barred by virtue of the provisions of clause 48 hereof or otherwise.
- 40.2 Notwithstanding anything to the contrary contained in these trading terms and conditions, the Company shall not be liable for any indirect and consequential loss arising from any act or omission or statement by the Company, its agents, servants or nominees, whether negligent or otherwise.
41. **MONETARY LIMITATION OF LIABILITY OF THE COMPANY**
- 41.1 In the event that the Company is liable to the Customer in terms of clause 40.1, or otherwise, in no such case whatsoever shall any liability of the Company, howsoever arising, exceed whichever is the least of the following respective amounts -
- 41.1.1 the value of the goods evidenced by the relevant documentation or declared by the Customer for customs purposes or for any purpose connected with their transportation;
- 41.1.2 the value of the goods declared for insurance purposes;
- 41.1.3 double the amount of the fees raised by the Company for its services in connection with the goods, but excluding any amount payable to sub-contractors, agents and third parties.
- 41.2 If it is desired that the liability of the Company in those cases where it is liable to the Customer in terms of clause 40.1 should not be governed by the limits referred to in clause 41.1, written notice thereof must be received by the Company before any goods or documents are entrusted to or delivered to or into the control of the Company (or its agents or sub-contractors), together with a statement of the value of the goods. Upon receipt of such notice the Company may in the exercise of its absolute discretion agree in writing to its liability being increased to a maximum amount equivalent to the amount stated in the notice, in which case it will be entitled to effect special insurance to cover its maximum liability and the party giving the notice shall be deemed, by so doing, to have agreed and undertaken to pay the Company the amount of the premium payable by the Company for such insurance. If the Company does not so agree the limits referred to in clause 41.1 shall apply.
42. **GENERAL AVERAGE**
The Customer indemnifies and holds harmless the Company in respect of any claims of a general average nature which may be made against the Company and the Customer shall provide such security as may be required by the Company in this connection.
43. **BREACH**
- 43.1 If the Company breaches any of these trading terms and conditions or any agreement between it and the Customer and fails to remedy such breach within 30 days of the date of receipt of written notice requiring it to do so then the Customer shall be entitled to compel performance by the Company of the obligations it has defaulted in, but shall not be entitled to cancel these trading terms and conditions or any agreement between the Customer and the Company.
- 43.2 No provision in these trading terms and conditions shall derogate from the Company's common law rights in the event that the Customer breaches any term or condition of the agreement.
- 43.3 The Company shall be entitled to cancel any agreement between it and the Customer by written notice, without prejudice to any of its other remedies in law, if -
- 43.3.1 The Customer commits any breach of its obligations under the agreement and fails to remedy that breach within 7 (seven) days of its being given written notice to do so;
- 43.3.2 The Customer commits any act of insolvency in terms of any applicable Insolvency Legislation;
- 43.3.3 The Customer is deemed to be unable to pay its debts in terms of any deeming provision of any applicable legislation relating to Companies or Insolvency;
- 43.3.4 The Customer compromises or attempts to compromise with its creditors ;
- 43.3.5 Any provisional or final order is granted for the sequestration, winding up, bankruptcy or judicial management, of the customer, or any equivalent order is made in terms of any applicable law with regard to the status of the Customer;
- 43.3.6 The Customer fails to satisfy any default or other judgement granted against it, within 10 (ten) days;
- 43.3.7 The Customer, being an individual, is or becomes over-indebted as defined in the NCA, or becomes subject to a debt rearrangement order or agreement in terms of the NCA.



44. **WARRANTIES AND REPRESENTATIONS BY THE COMPANY**

The company makes no warranties and representations to the Customer save as may be specifically provided herein or as notified in writing by the Company to the Customer from time to time. The Customer acknowledges that the Company is not in any way bound by any oral statement, representation, guarantee, promise, undertaking, inducement or otherwise which may have been made at any time by any salesman, employee, representative or any person acting or purporting to act for or on behalf of the Company, whether negligently or otherwise unless such statements, representations, guarantees, promises, undertakings, warranties or inducements are supplied or made in writing by an employee duly authorised by written resolution of the board of directors of the Company in response to a written enquiry specifying accurately and in complete detail what information is required.

45. **DISPUTES**

45.1 Should there be any dispute of any nature whatsoever between the parties in regard to any aspect, matter or thing relating to these trading terms and conditions and whether or not the Company has executed its obligations in terms of any agreement it has with the Customer, then and in such event the Customer shall nevertheless be obliged to perform its obligations in terms of any such agreement as though the Company had performed properly and to the Customer's satisfaction.

45.2 The Customer's remedy, having performed its obligations as provided in clause 45.1, shall be limited to an action against the Company for repayment of either the whole or portion of the amount which the Customer alleges, constitutes an overpayment.

45.3 Without affecting the generality of clauses 45.1 and 45.2 the Customer shall not be entitled to withhold payment of any amounts, by reason of any dispute with the Company, whether in relation to the Company's performance in terms of any agreement, or lack of performance or otherwise, after which payment the Customer's rights of action against the Company in terms of this clause can be enforced. Until such payment is made, any rights that the Customer may have, shall be deemed not yet to have arisen and it is only the payment to the Company which releases such rights and makes them available to the Customer in respect of any claim that he may have against the Company.

45.4 In any dispute between the Company and the Customer the Company shall be deemed to have performed its obligations in a proper and workmanlike manner and strictly in accordance with any agreement between it and the Customer, until such time as the Customer proves the contrary.

46. **TIME FOR PERFORMANCE BY THE CUSTOMER**

Time is of the essence for the performance by the Customer of all obligations owed to the Company in terms of any agreement with it governed by these terms and conditions.

47. **SEVERABILITY**

If any provision of these terms and conditions is unenforceable, then the Company shall be entitled to elect (which election may be made at any time) that such provision shall be severed from the remaining provisions of these terms and conditions which shall not be affected and shall remain of full force and effect.

48. **TIME BAR**

48.1 No claim of any nature whatsoever and howsoever arising in respect of any loss or damage to goods, mis-delivery of goods, delay in the delivery of any goods or in respect of any other damages, loss or cause of action whatsoever (whether or not similar to, or in the nature of, the foregoing), may be brought against the Company or (subject in any event to the provisions of clause 31) any of its Directors or Employees, unless it/they have received written notice of the claim from the Customer specifying full details of the claim, within 5 days of the end of any transit or of the cause of the claim coming to the Customers knowledge, or the date when such cause should reasonably have come to their knowledge (whichever shall, as applicable, be the sooner), nor may any such claim be brought after the expiry of a period of nine months calculated from the date of the cause of the claim coming to the Customers knowledge, or the date when such cause should reasonably have come to their knowledge, or the date of delivery of the goods or, in the event that goods have not been delivered, the date upon which the goods should have been delivered in the ordinary course of business (whichever shall, as applicable, be the sooner),

48.2 In addition to clause 48.1 hereof, it is recorded that the Company shall in any event be discharged from all liability whatsoever and howsoever arising in respect of any service provided to the Customer or which the Company has undertaken to provide, unless summons or other process initiating legal proceedings is issued and served on the Company within nine months after the cause of action in respect of any such alleged liability arose and immediate notice is given in writing to the Company of such a suit having been brought.

49. **INCOTERMS**

Any INCOTERM which might be made applicable to any contract between the Company and the Customer or between the Company acting on behalf of the Customer and any third party, shall be interpreted in accordance with the published guidelines issued from time to time by the International Chamber of Commerce and particularly the Introduction to the official publication containing the latest INCOTERMS published and in force as at the time of the incorporation of INCOTERMS into such contract. In the event that any specific Incoterm as published, is in the view of the Company inappropriate for the transaction to be undertaken, or is unclear, then the Company shall, within its sole discretion, have the right to amend or vary that term, or add rules or provisions for the interpretation thereof.

50. **NOTICES**

All notices in terms of these trading terms and conditions shall be given in writing and delivered by hand or sent by telefax. The Customer appoints as his/her/its *domicilium citandi et executandi* for all purposes under these standard terms and conditions the physical address and telefax number stipulated in the business application form completed by the Customer, or any other physical address or telefax number provided by the Customer to the Company on any letterhead, order or other document generated or completed by the Customer.

51. **SPECIAL CONDITIONS RELATED TO ELECTRONIC DATA**

51.1 Notwithstanding the provisions of any legislation or other law regulating electronic communications and transactions, the Company shall only be deemed to have received electronic data and/or messages when such electronic data and/or messages have been retrieved, processed and read by the addressee.

51.2 Under no circumstances whatsoever and howsoever arising (including negligence on the part of the Company or its employees) shall the Company be liable for any loss or damage arising from or consequent upon the provision by the Company to the Customer in whatever manner and/or form, of incorrect information, including electronically communicated information or data, where such incorrect information or data has been generated by and provided to the Company by any person with whom the Company conducts business, and/or any other third party.

51.3 The Company shall furthermore under no circumstances whatsoever be liable for any loss or damage arising from or consequent upon any failure and/or malfunction, for whatever reason, and regardless of negligence in whatever degree on the part of the Company, of the Company's computer



systems and/or software programmes, provided and/or operated by the Company and/or by any person with whom the Company conducts business, and/or any third party, and which systems shall include the Company's electronic automated information service provided to its Customers.

52. **CONFIDENTIAL INFORMATION**

52.1 The Customer acknowledges that all confidential information given by the Customer to the Company will be used by the Company to assess the Customer's credit worthiness. The Customer confirms that all information given by the Customer in the application form is accurate and complete.

52.2 The Customer consents to the Company requesting and obtaining confidential and other information relevant to the Customer's credit worthiness from any persons, credit bureaux, or businesses, and the Customer consents to the Company furnishing any confidential or other information concerning the Customer's dealings with the Company to a credit bureaux or any third party requesting a trade reference regarding the Customer.