

# Dolphin Bay Services

## New customer account information form:

(Please provide all required details)

Business Name:

Function:

Director:

Name

Surname

Registration Number:

VAT Number:

Procurement Manager  
Accounts:

Name

Surname

Business Telephone:

Area Code

Phone Number

Fax Number:

Area Code

Phone Number

E-mail Address:

Delivery Address:

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country

Credit Application:

Yes

No

Association  
Memberships:

SAWPA

SAUPA

### STANDARD TERMS AND CONDITIONS

#### 1. PRODUCT WARRANTY, GENERAL LIABILITY, PAYMENT AND INDEMNITY

1. Dolphin Bay Chemicals (Pty) Ltd ("Dolphin Bay") warrants that the aforesaid Product will comply with the SANS 673 (CCA 60%) specifications at all times.
2. Should any of the delivered Product be deficient, the Purchaser will advise Dolphin Bay no later than 72 hours after delivery.
3. In such an event, the Purchaser will be obliged to immediately ship to Dolphin Bay a sample of the alleged defective Product, in an adequate quantity as directed by Dolphin Bay.
4. Dolphin Bay will submit the said sample to an independent laboratory for analysis, and the report will be made available to the Purchaser immediately upon receipt thereof.
5. If the sample is found to be defective, Dolphin Bay will replace the order at its own cost.
6. All cost involved associated with the independent analysis will be for the account of the Purchaser. If the Product is found to be deficient Dolphin Bay will refund all of the analysis costs.
7. Notwithstanding the above, Dolphin Bay, its directors, managers, agents and employees shall not be liable for any loss, damages (consequential or otherwise) or liability suffered by the Purchaser due to Product deficiency, delay in shipment or delivery, pollution or degradation of the environment that has been, or may be caused by the Product, or for any other cause whatsoever whether caused by force majeure or otherwise.
8. The purchaser accepts ownership responsibility once the product has been delivered.
- 9. Payment will be cash before delivery, alternatively, a credit application can be provided on request.**
10. It is the responsibility of the purchaser to comply with the relevant laws and regulations for the handling of the product, the purchaser acknowledges that the material is a hazardous material that can only be handled by trained professionals. The product is sufficiently labelled that contains emergency procedures, an MSDS will be available on request from any of our offices or sales representatives.
- 11. By accepting the cash sale, you are accepting these standard terms and conditions.**

### ACCEPT

(by indicating  
with a cross)

# Thank you

