

**DOLPHIN BAY**  
**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.**

**By submitting this application form, you hereby consent to Dolphin Bay's collection and processing of your personal information, in line with the provisions of the Protection of Personal Information Act, No. 4 of 2013. You furthermore consent to the use of your personal information, by Dolphin Bay, for the purposes of informing you of any products or services which you might be interested in.**

**Please refer to our Privacy Statement, found at <https://dolphinbay.co.za/privacy-policy/> for further information regarding our processing of your personal information.**

**ACCEPT**

