



# Innovative Glass Solutions (PTY) Ltd

Vat No: 4940314315 Reg no: 2023/694005/07  
P.O. Box 1160 2 Lismore Avenue  
Plettenberg Bay Plettenberg Bay  
6600 6600

[www.igsplett.co.za](http://www.igsplett.co.za)

Office Landline: 0875503098

Cell/WhatsApp: 0711023748

Email: [office@igsplett.co.za](mailto:office@igsplett.co.za)

## 1. Terms & Conditions of Sale

- 1.1 An 80% deposit is payable on the acceptance of the quotation thereafter the balance is to be paid on the completion of the job. Kindly send the Proof of Payment with signed quote (Use quote nr as reference).
- 1.2 If a signed quotation is not received before installation, payment/verbal or written permission/telephonic request then confirms the acceptance of the T&C's.
- 1.3 Deposits are non-refundable.
- 1.4 Combo quotations are quoted for the products to be installed collectively, alternatively additional charges may be accrued.
- 1.5 If the installation is completed in instalments due to a delay/request from you, IGS – Innovative Glass Solutions will then be entitled to invoice the full outstanding order amount when the installation has been completed to the furthest extent and payment shall be due in respect of such invoice on presentation thereof.
- 1.6 Any changes or discrepancies will be for the account of the customer.
- 1.7 Balance is payable immediately after installation. Goods remain the property of IGS – Innovative Glass Solutions until full payment is received. By accepting this contract, you give IGS – Innovative Glass Solutions permission to remove all material installed without an appointment if you do not settle the invoice. A callout fee will then be charged on settling the outstanding amount to reinstall the equipment.
- 1.8 If the payment is not made, any legal costs and interest will be for your account.
- 1.9 We do not run 30 day accounts our terms are based on 80% deposit and 20% on completion of the job. Cash Account – payment is due on invoice, unless otherwise discussed and confirmed and signed off by the directors.

## 2. ESTIMATED (+/-) LEAD TIMES

Lead times is calculated from Proof of Payment Received (Minimum lead time 3-4 weeks.).

- 2.1 Standard Lead Times include for Aluminium +/- 10-15 working days.
- 2.2 Any Customized/Special orders in Aluminium +/- 15-20 working days.
- 2.3 All Joinery orders lead time +/- 20 to 30 working days (Supply Only)
- 2.4 **Glass** is separate to that of the Aluminium manufacturing - **Std Glass** 3-4 week \***Toughen** Glass 3-4 week \* **Double Glaze** 4-6 weeks .
- 2.5 If you are not ready for installation on the pre-booked installation date a new date will be scheduled at our earliest available date.
- 2.6 Although we do everything in our power to keep to the proposed delivery lead times, the delivery date is dependent on the availability of goods/material and any delivery/installation date stipulated above is approximate only. IGS – Innovative Glass Solutions will not be liable for any loss or damage whatsoever due to the delay of delivery/installation.
- 2.7 Should you delay the delivery/installation and/or refuse to take delivery when delivery thereof has been tendered (with unreasonable argument), then the risk of your product will immediately pass to you.

## 3. Onsite Information

- 3.1 There must be someone on site to sign off on work done & receive remotes. If you are not on site to sign, any other worker on site will be asked to sign off on your behalf.
- 3.2 Any claim by you which is based on any defect will be notified, in writing, to IGS – Innovative Glass Solutions within seven days of delivery/installation. Relevant imaging (Section 4.7) will be inspected for final approval of such a claim. If you do not notify IGS – Innovative Glass Solutions within this period, we will have no liability for such defect, and you will still be bound to make the final payment.
- 3.3 Please arrange for free entrance to all estates.
- 3.4 If anything obstructs the way for the installation to take place, a callout fee will be charged & the installation will be rescheduled at our next available date.

## 4. Limitation of Liability

- 4.1 We are not liable for any parts not replaced by us or damages due to parts not supplied by us.
- 4.2 Negligence caused by site workers, sub-contractors or owners does not fall under guarantee and a repair fee will be charged, even if the product is still under guarantee.
- 4.3 We will not be held liable for any damages on existing structures/walls due to poor workmanship and/or quality.
- 4.4 We will not be held liable for any damages on pipe work or electrical wires within the walls.
- 4.6 It's the contractor's responsibility to make sure the owner of the house receives the Guarantee Certificate /Invoice.
- 4.7 We take photos of our work for advertising and by accepting this contract you give us consent to do so. Please notify us in writing if you would prefer us not to use images of your doors.
- 4.8 With regards to work done on wooden doors/frames we are not carpenters and will assist with basics including replacing of glass, locks or handles. We do not skim, hang or do any maintenance on the doors/windows or frames.
- 4.9 Wooden doors that have had glass replaced will require alignment or looking at by a carpenter after.
- 4.10 Wooden manufactured items are supply only. We will not be held responsible for storage or maintenance on wooden items once delivered to site and signed for. The safe keeping of the items will be up to the person in charge of the site.
- 4.11 Once ordered items are supplied to site and installed – they are left in good working condition, checked and photos/videos are taken. The care from there is up to the contractor / owner or person(s) who are working on site to look after the locks, handles, glass, aluminium that has been delivered and/or installed.



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## 5. Quotation/Measurements

- 5.1 All Products are viewed from the outside.
- 5.2 Estimated pricing subject to final measurements.
- 5.3 Quotes are based on information supplied by the customer and should be checked before order placement. 5.3 An electric plug is required for all motor installations, in the ceiling 3 meters inwards from the centre of the opening of the garage.
- 5.4 Quoted with standard hardware and Ironmongery, unless stated.
- 5.5 A Site Visit can be arranged on request
- 5.6 Please make sure that the above information is correct, as Customised/Non-Frequent products cannot be exchanged.
- 5.7 Any changes or discrepancies will be for the account of the customer.
- 5.8 Quotes are valid for 21 days from date of issue, after which they are subject to any escalation in the cost of material and Installation/labour.
- 5.9 Lead time will depend on the scope of work and date of receipt of signed order and deposit, provided that final measurements can be taken.
- 5.10 Minimum lead time 3-4weeks
- 5.11 The installation & design of the product shall be to standards defined by IGS. The goods shall remain the property of IGS until paid in full.
- 5.12 Any queries or complaints must be made to us in writing within 7 days of installation or delivery.
- 5.13 Labour / Installation does not include: Breaking, building, tiling, painting & waterproofing work. Unless specified and a charge will be added.
- 5.14 Not included - scaffolding, netting, hoisting or hoarding (additional costs).
- 5.15 We have not allowed for any engineering fees or sign off.
- 5.16 All Joinery – is supply only unless stipulated in writing. Additional cost to be invoiced.

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## 6.5. Final Measurements

- 6.1 All Products are viewed from the outside.
- 6.2 Any changes or discrepancies will be for the account of the customer.
- 6.3 Labour / Installation does not include: Breaking, building, tiling, painting & waterproofing work. Unless specified and a charge will be added.
- 6.4 The installation & design of the product shall be to standards defined by IGS.
- 6.5 Minimum lead time 3-4weeks.
- 6.6 Any queries or complaints must be made to us in writing within 7 days of installation or delivery.
- 6.7 Quantities are subject to re-measure on completion and final account.
- 6.8 STANDARD RANGE OF CLASS 2 FINISHES ALLOWED - White, Bronze & Charcoal
- 6.9 Where obscure glazing is required - we have allowed for a solid sandblast vinyl to be installed.
- 6.10 Safe storage, ablations and power is to be provided to us at no additional cost
- 6.11 We have allowed for standard ironmongery as supplied by innovative glass Solutions
- 6.12 Rates exclude for any decorative cladding, pressings, cills and copings.

## 7. Guarantee:

- 7.1 Hardware - Manufacturers/Suppliers Guarantee on factory defects (12 Months).
- 7.2 Aluminium – 5 years on both Coastal and Inland.
- 7.3 Guarantee on manufacturing defects must be reported within the 3 months.
- 7.4 Glazing certificates will only be issued when final payment is received.

## 8. Garage Installations –

- 8.1.1 No Guarantee on Batteries.
- 8.1.2 3-month warranty on control card.
- 8.1.3 Power failure/surges/lightening not included in guarantee.
- 8.1.4 1 year warranty on installation terms and conditions apply – service recommended yearly

## 9. Mirrors –

- 9.1.1 There is no warranty or guarantee on any mirror installed by the IGS. Due to the corrosion (especially coastal areas) mirrors cannot be guaranteed
- 9.1.2 Clean the mirror regularly by washing it with a soft cloth, rinsing it with warm water and drying it with a soft cloth. When using a window cleaner, spray the liquid onto the cloth then wipe the mirror.
- 9.1.3 Keep the mirror edges dry at all times.
- 9.1.4 DO NOT use any acid or alkali cleaners on mirrors. Chemicals attack, the surface, edges and backing of the mirror.

## 10. Servicing and Maintenance –

- 10.1 While Aluminium is naturally durable, without regular maintenance they will degenerate quicker. Be sure to clean them regularly and keep an eye on the moving parts. General wear & tear, slams and bumps can affect the movement of the products. By purchasing the products, you hereby confirm that you have read the terms and conditions and have considered the long-term maintenance being a regular requirement to keep within the guarantees of the products purchased and /or installed. We have regular servicing and maintenance options available, enquire to receive a quote. Please see our Servicing and Maintenance tips and instructions for long-term care.

<https://www.igsplett.co.za/igs-terms-conditions.html>

I, \_\_\_\_\_ (full name) hereby  
accept the above T&C's.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_