

Sales Terms and Conditions

Trinity Medical Supplies and Services cc
(Hereinafter referred to as "Trinity Medical")

Updated: 16 October 2025
Rev 4.1

We draw your special attention to the below terms and conditions for the sale of goods from Trinity Medical Supplies and Services cc. Should you have any objection to any of the below conditions, please feel free to raise them prior to any orders being placed.

1. General

1.1 All quotations, sales, and deliveries are made subject to the following Terms and Conditions, which shall apply to all transactions unless otherwise agreed to in writing by Trinity Medical.

1.2 Placement of an order or acceptance of a quotation constitutes acceptance of these Terms and Conditions in full.

2. Quotations and Pricing

2.1 All quotations are valid for **30 days** from date of issue unless otherwise stated.

2.2 Prices quoted are **exclusive of VAT**, unless otherwise specified.

2.3 All goods are supplied **Ex Works (EXW)** from Trinity Medical's premises, **excluding delivery**, unless otherwise stipulated in writing on the quotation or order confirmation.

2.4 Any transport or delivery arranged by Trinity Medical on behalf of the purchaser shall be charged separately.

3. Orders and Acceptance

3.1 Orders must be confirmed in writing (email or purchase order).

3.2 Trinity Medical reserves the right to accept or decline any order in whole or in part.

3.3 Products supplied on special order or customized at the buyer's request are **non-returnable** and **non-refundable**.

4. Payment Terms

4.1 For **approved account holders**, payment is **strictly 30 days from date of statement**.

4.2 For **non-account customers**, full payment is required **on order placement** prior to dispatch or collection.

4.3 **Discounts** are awarded **only to customers paying on order** and will not apply to credit accounts.

4.4 Interest may be charged on overdue (60 days +) accounts at the prevailing prime rate plus 2%.

4.5 Trinity Medical reserves the right to suspend deliveries or withhold further supply in the event of any outstanding amounts due.

5. Ownership and Risk

5.1 All goods shall remain the **property of Trinity Medical** until paid for **in full**.

5.2 Risk of the goods passes to the purchaser upon collection or dispatch from Trinity Medical's premises, whichever occurs first.

6. Returns and Handling Fees

6.1 No goods will be accepted for return without prior written authorization.

6.2 A **15% handling fee** on the **total invoice value** will apply to **correctly delivered goods** returned for credit.

6.3 Returned goods must be unused, unopened, and in original packaging, accompanied by the relevant invoice or delivery note.

6.4 No returns will be accepted after **21 days** from date of delivery.

7. Delivery and Delays

7.1 Delivery times are estimates only and Trinity Medical shall not be held liable for any loss or damage arising from delayed or non-delivery due to circumstances beyond its control.

7.2 Where delivery is arranged by Trinity Medical, the purchaser must inspect goods upon receipt and report any discrepancies or damages **within 72 hours**.

7.3 Trinity Medical will make every effort to deliver orders as speedily as possible, in the endeavour to meet customers' reasonable timelines.

8. Warranty and Liability

8.1 All products are supplied in accordance with the manufacturer's warranty terms.

8.2 Trinity Medical's liability shall not exceed the value of the goods supplied.

8.3 Trinity Medical shall not be liable for indirect or consequential losses arising from use or misuse of products.

9. Cancellations

9.1 Orders cancelled after written acceptance are subject to a **minimum 10% cancellation fee.**

9.2 Special-order (Buy-out) items or imported items may not be cancelled, refunded, exchanged or returned.

10. Governing Law

10.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of the **Republic of South Africa.**

10.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of South Africa.

Trinity Medical Supplies and Services cc

Company Registration No: 2005/038606/23

Email: Michele@trinitymedical.co.za | Tel: +27 62 344 1987

Address: 28 Wynne Road, Eldoraigne, Centurion, Gauteng, 0157, South Africa