

1. STANDARD TERMS AND CONDITIONS OF TRADE

1.1 MiRO a South African based ICT distributor specialising in both hardware and software distribution.

1.2 In these terms and conditions the goods mean the goods as indicated on any company forms, price list, quotation orders, delivery notes or invoices.

1.3 Export restrictions in-line with the United Nations published sanctions list and any other countries that may be sanctioned by South Africa.

2. PRICES AND QUOTATIONS

2.1 The price of the goods sold or services rendered shall be the usual price as set out in the MiRO price list at the time of the sale of the goods.

2.2 MiRO has the right to change the prices of the goods from time to time without prior notice to the customer.

2.3 All quotes remain valid for 3 (three) days from the quote date. The validity of any quote is subject to availability.

2.4 Unless otherwise expressly stated, prices are exclusive of value added tax, which shall be for the account of the customer.

3. PAYMENT

3.1 Payment is due immediately save for credit approved customers, in which event payment is due within the terms as specified in the client's credit agreement.

3.2 The customer has no right to withhold payment or make set offs or deductions from any payment due by it for any reason whatsoever. No extension of payment of any nature will be granted unless reduced to writing and signed by the customer and a duly authorised representative of MiRO.

3.3 MiRO shall have the right to suspend deliveries and to exercise its rights in terms of clause 4 if any amount due by the customer is unpaid.

3.4 If any amount owed is not settled in full (a) on the due date (b) on demand, MiRO is entitled to, without prejudice to any of its rights;

3.4.1 Immediately institute action against the customer and/or

3.4.2 Cancel the sale and take possession of any goods delivered to the customer, including goods sold or disposed of by the customer which have not been paid for in full and claim damages.

3.5 Should any amount not be paid by the customer on the due date, the full outstanding amount in respect of all purchases by the customer shall become due and payable, and the customer shall be liable to pay interest in

A Division of Hudaco Trading Proprietary Limited Co. Registration No. 1984/005432/07

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respect of an amount unpaid at the compound rate of 5% (five percent) above the prime overdraft rate of Standard Bank Limited on all overdue amounts from the due date until the date of payment, calculated and payable monthly in advance.

3.6 MiRO reserves the right to suspend service and repairs of goods including warranty services to a customer if any amount due by the customer is unpaid or overdue.

3.7 Payments may be made via Visa or MasterCard Cards or by EFT into MiRO's bank account, the details of which will be provided on the Pro-forma Invoice.

3.8 Card transactions will be acquired for MiRO via Payfast by Network who are the approved payment gateway for all South African Acquiring Banks. Payfast by Network uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no card details are stored on the website. Users may go to www.payfast.io to view their security certificate and security policy.

3.9 Customer details will be stored by MiRO separately from card details which are entered by the client on Payfast by Network's security site. For more details on Payfast by Network refer to www.payfast.io

3.10 The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

4. WITHDRAWAL OF CREDIT FACILITIES

4.1 MiRO's decision to grant credit facilities to the customer and the nature and extent thereof is at the discretion of MiRO.

4.2 MiRO reserves the right to withdraw, increase or decrease any credit facilities at any time without prior notice.


5. ORDERS

5.1 The customer hereby confirms that the goods and services on the tax invoice issued duly represent the goods and services ordered by the customer at the prices agreed to by the customer and where performance/delivery has already taken place that the services and goods were inspected and that the customer is satisfied that these conform in all respects to the quality and quantity ordered and are free from any defects.


5.2 MiRO will accept all written and verbal orders. All such orders and any variations to orders will be binding,


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subject to these standard terms and conditions and may not be varied or canceled without prior written consent from MiRO. MiRO will not be responsible for any errors or misunderstandings occasioned by the customer's failure to make the order in writing. MiRO may require the customer to confirm verbal orders in writing before acceptance of such orders by MiRO.

5.3 Orders shall constitute irrevocable offers to purchase the goods in question at the usual prices of MiRO as at the date when the customer places the order of the goods, and shall be capable of acceptance by MiRO by the delivery of the goods, written acceptance or confirmation of the order.

6. DELIVERY

6.1 Any delivery note (copy or original) signed by the customer and/or its authorised representative and/or its nominated agent and h

6.2 MiRO shall be entitled to split the delivery of the goods ordered in the quantities and on the dates it decides with the prior consent of the customer, which consent shall not be unreasonably withheld.

6.3 In the event of the customer choosing to engage its own third party to transport the goods, the customer indemnifies MiRO against any claims of any nature that may arise from such an agreement.

6.4 MiRO is entitled to engage a third party on its behalf to transport all goods purchased by the customer to the delivery address stipulated by the customer.

6.5 Should the customer wish to receive delivery of the goods by a more expensive method of transportation than that normally used by MiRO, the customer shall make such request in writing and, in the event that MiRO agrees to arrange such special delivery the additional charges shall be debited to the customer's account and shall be payable by the customer.

6.6 MiRO does not guarantee that the goods will be dispatched or delivered on any particular date and time, and the customer shall have no claim against MiRO in respect of any loss occasioned by any reasonable delay in dispatch or delivery of any goods ordered and/or services rendered, nor may the customer cancel any order by reason of such reasonable delay.

6.7 Short deliveries or goods damaged in transport must be reported to MiRO head office within 24 (twenty four) hours of receipt.

6.8 All goods taken on an evaluation, approval or demonstration basis or all goods taken on consignment by the customer are deemed sold to the customer within 7 (seven) days of issue if not returned to MiRO in a perfect condition in the original packaging and with all accessories and manuals intact.

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6.9 MiRO reserves the right to charge delivery charges, as and when necessary.

6.10 Subject to availability and receipt of payment, requests will be processed within 5 working days and delivery/collection confirmed by pro-forma invoice delivered on e-mail.

7. OWNERSHIP AND RISK

7.1 All risk in and to all goods sold by MiRO to the customer shall pass to the customer on delivery thereof. Ownership in all goods sold and delivered shall remain vested in MiRO until the full purchase price has been paid, and in the event of a breach of these terms and conditions by the customer, or if the customer is sequestrated or placed under liquidation or judicial management or commits any act of insolvency or enters into any compromise with its creditors or fails to satisfy a judgement granted against it within 7 (seven) days of the date of judgement or changes the structure of its ownership. MiRO shall be entitled to take possession of the goods without prejudice to any further rights vested in MiRO, and is hereby irrevocably authorised to enter upon the customer's premises to take possession of such goods without a court order.

7.2 Goods in the possession of the customer bearing MiRO name, trademark, labels and/or serial numbers are deemed to be those for which payment has not yet been made, and should any breach of these terms occur, may be repossessed by MiRO in terms of paragraph 7.1 above. The customer shall fully insure the goods purchased from MiRO against loss or damage until the customer has paid the full purchase price for such goods. Pending payment to MiRO for goods purchased, all benefits in terms of the insurance policy relating to the insurance of such goods, shall be ceded to MiRO.

7.3 The customer shall inform the landlord of the premises at which the goods are kept that such goods are the sole and absolute property of MiRO until such time as the customer has paid the full purchase price to MiRO.

7.4 MiRO takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

8. BREACH OF CONTRACT

8.1 In the event of a breach by the customer, should the customer fail to remedy such breach within 48 (forty-eight) hours after receipt of notice to that effect from MiRO or should the customer repeatedly breach this agreement in such a manner that the customer's conduct is inconsistent with the intention or ability of the customer to carry out the terms of the agreement, or if the customer is sequestrated or placed under liquidation or enters into judicial management or any act of insolvency or enters into a compromise with its creditors or fails to satisfy a judgement granted against it within 7 (seven) days of the date of judgement or change; the structure of its ownership.

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MiRO shall be entitled without prejudice to its rights in law or in terms of this agreement to take possession of the goods and is hereby irrevocably authorised to enter upon the customer's premises to take delivery of such goods without court order.

9. LEGAL PROCEEDINGS

9.1 These terms and conditions shall be governed and constructed under and in accordance with the law of the Republic of South Africa.

9.2 MiRO shall, at its option and notwithstanding that the amount of its claim or the nature of the relief sought exceeds the jurisdiction of the Magistrate's Court be entitled to institute action out of such court.

9.3 A certificate issued and signed by any director, member or manager of MiRO whose authority need not be proved, in respect of any indebtedness of the customer to MiRO or in respect of any other fact, including but without limiting the generality of the foregoing, the fact that such goods were sold and delivered, shall be prima facie proof of the customer's indebtedness to MiRO and prima facie proof of delivery of the goods in terms of this contract.

9.4 A printout of computer evidence tendered by MiRO shall be admissible evidence and the customer shall not be entitled to object to the admissibility of such evidence purely because such evidence is computer evidence.

9.5 The customer's address in the Distributor Application form shall be recognised as the customer's domicile for all purposes in terms of this contract whether in respect of the serving of any court process, notices that payment of any amount or communications of whatever nature.

9.6 In the event of the customer breaching any of its obligations and/or failing to make payment of any amount to MiRO in time, the customer agrees to pay, and shall be liable to pay, all legal costs incurred by MiRO in enforcing its rights in terms of these terms and conditions on the attorney/own client scale including collection charges, tracing agent's fees and air fares.

9.7 The customer agrees that neither MiRO nor any of its employees will be liable for any negligent or innocent misrepresentations made to the customer, nor shall the customer be entitled to resile from these terms and conditions on those grounds.

9.8 This website is governed by the laws of South Africa and MiRO chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 9 Landmarks Avenue, Kosmosdal Extension 11, Samrand, 0157, Gauteng, South Africa.

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10. ARBITRATION

10.1 MiRO may refer any dispute arising from or in connection with this contract to arbitration which arbitration award shall be final and binding on the customer and MiRO.

10.2 The arbitrator will be a person agreed upon by the parties or failing agreement, appointed by the Arbitration Foundations of Southern Africa, who shall then finally resolve the dispute or issue in accordance with the Rules of the Arbitration Foundation of SA.

11. RETURNED GOODS

11.1 Whilst MiRO is under no obligation to accept the return of goods, the customer may apply to MiRO for permission to return goods and if written permission is given - such goods must be returned to the offices of MiRO at the customer's own cost.

11.2 The customers may return any defective goods to the premises of MiRO or its nominee at the customer's own cost. MiRO undertakes to replace such goods with items of the same or similar specification. No refunds will be considered in respect of the return of defective goods.

11.3 MiRO reserves the right to offset the value of any goods accepted for return against any amounts due by the customer.

11.4 In the event of a cancellation of an order by the customer or goods accepted for return to MiRO, MiRO reserves the right to charge a handling fee on the value of the order canceled or goods returned.

12. WARRANTIES AND INDEMNITY

12.1 Goods may be guaranteed under the manufacturer's product specific warranties only, and all other guarantees and warranties including common law guarantees and warranties in relation to goods and services are hereby specifically excluded by MiRO.

12.2 All guarantees are immediately null and void should any equipment be tampered with or should the "seals" on the equipment be broken by anyone other than MiRO or its appointed nominee, or should the goods be operated outside the manufacturer's specifications.

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12.3 To be valid, guarantee claims must be supported by the original tax invoice and the goods must be in their original packaging and must be accompanied by all accessories and manuals must be intact. All items must be returned in "new" condition.

12.4 No warranties whether express or implied shall apply, other than those provided in this contract. MiRO specifically disclaims the implied warranty of merchantability and fitness for a particular purpose. No representation or warranty, including but not limited to statements of capacity, suitability for use or performance made by employees of MiRO shall be considered to be a warranty by MiRO. Any such statements made shall not give rise to any liability or whatsoever nature on the part of MiRO, its employees, subcontractors or subsidiaries. MiRO will not be liable to the customer for any loss, damage or expense of any nature, whether direct, special, indirect or consequential, including but not limited to loss or profits arising out of MiRO's performance or customers' use of the goods or services rendered.

12.5 The customer indemnifies and holds MiRO (including its employees, subcontractors or subsidiaries) harmless against all claims of whatsoever nature that may be brought or threatened against MiRO by any third party arising from or in connection with any defect, latent or otherwise any goods supplied and/or services rendered by MiRO.

13. REPAIRS

13.1 MiRO's liability in terms of a manufacturer's warranty is restricted to, in MiRO's or the manufacturer's discretion, the cost of repair or replacement of faulty goods or services or the granting of credit.

14. DISCLOSURE OF PERSONAL INFORMATION

14.1 The customer understands that the personal information given in the Distributor Application form may be used by MiRO for the purposes of assessing credit worthiness.

14.2 MiRO has the customer's consent at all times to contact and request information from any persons, credit bureau or businesses including those mentioned in the Distributor Application form and to obtain any information relevant to the customer's credit assessment, including but not limited to information regarding the amounts purchased from suppliers per month, length of time customer has dealt with each supplier; type of goods purchased and manner and time of payments.

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14.3 The customer agrees and understands that information given in confidence to MiRO by a third party to the customer will not be disclosed to the customer.

14.4 The customer hereby consents to and authorises MiRO at all times to furnish credit information concerning the customers dealing with MiRO to a credit bureau and to any third party seeking a trade reference regarding the customer in his dealings with MiRO.

14.5 MIRO shall take all reasonable steps to protect the personal information of users. For the purpose of this Terms and Conditions, 'Personal Information' shall be defined as detailed in the Protection of Personal Information Act 4 of 2013 (POPIA). To view our Privacy Policy please go to <https://miro.co.za/content/18-privacy-policy>

15. GENERAL

15.1 MiRO reserves the right in its sole discretion to vary or amend these terms and conditions from time to time and any such amended or varied terms and conditions shall be binding on the customer from the time that the amended or varied terms are published by MiRO.

15.2 This contract represents the entire agreement between MiRO and the customer and shall govern all future contractual relationships between MiRO and the customer.

15.3 No amendment and/or alteration and/or variation and/or deletion and/or addition and/or cancellation of these terms and conditions, whether consensual or unilateral or bilateral shall be of any force and effect unless reduced to writing and signed by a director of MiRO. No agreement, whether consensual or unilateral or bilateral, purporting or obligate MiRO to sign a written agreement to amend, alter, vary, delete, add or cancel these terms and conditions shall be of any force and effect unless reduced to writing and signed by a director of MiRO.

15.4 No relaxation or indulgence with MiRO may grant the customer shall prejudice or be deemed to be a waiver of any MiRO rights in terms of these terms and conditions.

15.5 The customer shall not cede its rights nor assign its obligations under these terms and conditions.

15.6 MiRO shall at any time in its sole discretion be entitled to cede all or any of its rights n terms of this terms and conditions to any third party without prior notice to the customer.

15.7 The customer undertakes to notify MiRO within 7 (seven) days of any change of address or change in member, director, shareholder, address or the information as set out in the Distributor Agreement.

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15.8 The headings in this document (included for convenience) and are not to be taken into account for the purpose of interpreting this contract.

15.9 Each of the terms herein shall be separate and divisible terms and if any such term becomes unenforceable for any reason whatsoever, then that term shall be severable and shall not affect the validity of the other terms.

15.10 The customer undertakes to inform MiRO in writing at least 14 (fourteen) days prior to the intended selling or alienating of the whole of or any part of the customer business and failure to do so will constitute a material breach of this contract entitling MiRO to cancel the contract without further notice to the customer.

15.11 MiRO follows radio emission regulations and do not take responsibility for any product being used outside of its intended use.

15.12 This website is run by MiRO, a division of Hudaco a private company based in South Africa trading as MiRO and with registration number 1984/005432/07 and with M. de Ru, S. Pillay and J. Newton as divisional Directors. 15.13 Physical Address: 9 Landmarks Avenue, Kosmosdal Extension 11, Samrand, 0157, Gauteng, South Africa. Email: feedback@miro.co.za

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