



NEW HEIGHTS 519 (PTY) LTD - REG NO: 2003/019298/07 – TRADING AS SHAW GROUP

CLAIMS PROCEDURES

1. CLAIMS

PLEASE TAKE NOTE THAT CLAIMS MUST ACCOMPANY YOUR REMITTANCE ADVICE WHEN SUBMITTING YOUR PAYMENT.

YOUR CO-OPERATION IS REALLY GREATLY APPRECIATED AS IT ENABLES US TO OBTAIN CREDIT NOTES FOR YOU, RAISE PROVISIONAL CREDIT NOTES FOR YOU, **AS WELL AS ALLOW US TO DEDUCT THESE AMOUNTS BEFORE WE PAY OUR SUPPLIERS.**

THEREFORE CLAIMS OLDER THAN 3 MONTHS CAN NO LONGER BE PROCESSED BY US.

2. PROOF OF RETURN OF GOODS

PLEASE RAISE AN INVOICE OR DOCUMENT WHEN YOU RETURN GOODS, AND INSIST ON OBTAINING A NAME WITH SIGNATURE, AND RUBBER STAMP IF POSSIBLE.

PLEASE GET A COPY TO OUR KROONSTAD OFFICE PROMPTLY IN ORDER FOR US TO PROCESS YOUR CLAIM.

PLEASE DO NOT FORGET TO QUOTE THE SUPPLIER INVOICE NUMBER AND/OR SHAW GROUP INVOICE NUMBER.

3. PROOF OF NON-ACCEPTANCE OF GOODS

IF YOU REFUSE DELIVERY OF GOODS **PLEASE** WRITE “DELIVERY REFUSED” BOLDLY ACROSS THE DELIVERY NOTE AND GET A COPY TO US TO ENABLE US TO INTERCEPT THE INVOICE AND REQUEST THE NECESSARY CREDIT NOTE.

4. PROOF OF SPECIAL PRICES OFFERED

WHEN YOU ARE OFFERED SPECIAL PRICES **PLEASE** GET THE **OFFER IN WRITING WITH NAME AND SIGNATURE** OF THE REPRESENTATIVE.

IF THE AMOUNT SUBSEQUENTLY CHARGED **IS INCORRECT**, PLEASE PROVIDE US WITH YOUR DOCUMENT REFLECTING THE SPECIAL PRICES TO ENABLE US TO CLAIM ON YOUR BEHALF, **AND ALSO ADVISE SUPPLIER/SHAW GROUP INVOICE NUMBER.**

5. GOODS - GUARANTEES AND WARRANTIES IN LINE WITH SUPPLIERS PROCEDURES

WE WOULD ALSO LIKE TO REMIND ALL OUR MEMBERS THAT SHAW GROUP IS NOT RESPONSIBLE FOR ANY GUARANTEE OR WARRANTY ON ANY MERCHANDISE PURCHASED BY MEMBERS THROUGH OUR ACCOUNT.

SHAW GROUP ALWAYS OFFERS MEMBERS A VARIETY OF GOODS AND THE MEMBERS HAVE USED, AND WILL USE, THEIR OWN DISCRETION WHEN PLACING ORDERS FOR MAJOR AND SMALL DOMESTIC APPLIANCES, TELEVISION, AUDIO AND VIDEO PRODUCTS, CELLPHONES, BUSINESS MACHINES, GARDEN CARE, FLOOR CARE PRODUCTS, FURNITURE ETC. AND ALL THESE GUARANTEES AND WARRANTIES ARE COVERED SOLELY BY THE SUPPLIERS.