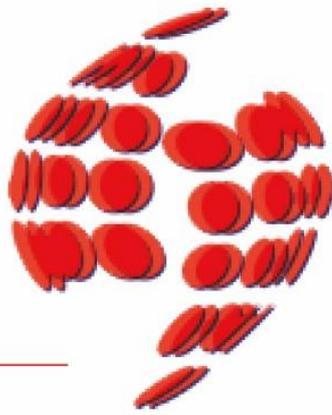


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Standard Trade Conditions & Terms of Carriage

Standard Terms & Conditions for Insurance

TERMS AND CONDITIONS OF TRADE:

1. Introduction:

- 1.1. These terms and conditions (“terms”) set out the basis on which SSV will transport packages, documents and envelopes (“packages”) and palletized goods (“pallets”; pallets and packages are together “shipments”).
- 1.2. A shipment may be carried via any intermediate stopping places that SSV deems appropriate. SSV may engage sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub-contractors each of whom shall have the benefit of these terms.
- 1.3. In these terms, “Waybill” shall mean a single SSV waybill/consignment note or the entries recorded against the same date, address and service level on a collection record. All packages or pallets covered under a Waybill shall be considered a single shipment.

2. Conditions of Carriage:

- 2.1. This section sets out various restrictions and conditions which apply to the carriage of shipments by SSV. It also explains what the consequences are of the shipper presenting shipments for carriage which do not meet these requirements.
 - 2.1.1. Service Restrictions and Conditions:
 - (1) Shipments must not contain any prohibited, firearms and dangerous goods.
 - (2) Shipments must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage other goods being transported by SSV, or the carriage, export or import of which is prohibited by applicable law.
 - (3) Pallets must be palletized, stackable, able to be lifted by forklift, and shrink-wrapped or banded to a skid.
 - (4) The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all shipments set out adequate contact details for the shipper and receiver of the shipment and that they are so packed, marked

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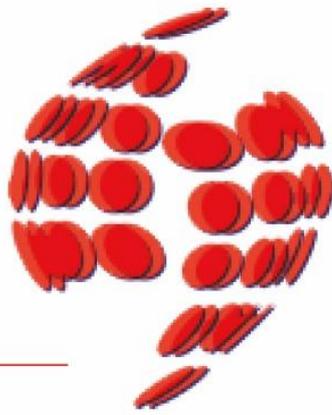
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and labeled, their contents so described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation.

- (5) The shipper guarantees that all shipments presented for carriage under these terms comply with the restrictions in paragraphs (1) to (4) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him or (where different) by the party tendering the shipment to SSV and have been protected against unauthorized interference during their preparation, storage and transportation to SSV. SSV relies on this guarantee in accepting any shipment for carriage hereunder.
- 2.2. Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its risk. SSV does not provide special handling for such shipments.
- 2.3. **New goods** are insured against All Risk of physical loss or damage to the subject matter, subject to the terms, conditions and exclusions (see clause 3) and sufficient packaging.
- 2.4. **Second hand goods** are only insured against the risk of fire, collision of the conveying vehicle, overturning of the conveying vehicle, theft following an insured peril and hijacking.
- 2.5. All goods are insured against Fire, Collision, Overturning, Theft Following and Hijack.
3. **Exclusions:** Cash, stamps, deeds, traveler's cheques, bullion, specie, jewelry, precious stones, documents and film absolutely, household removals, cigarettes, tinned fish, cobalt, livestock and game, medication, cold products, any form of alcohol.

Specific Exclusions:

- 3.1 Loss or damage caused by insufficiency or unsuitability of packing, covering or securing of the subject matter insured on the conveying vehicle.
- 3.2 Loss or damage caused by delay, even though the delay be caused by risk insured against.
- 3.3 Loss or damage whilst the subject matter insured is in the care of any subcontractor or person other than the Carrier, unless otherwise agreed in writing, prior to transportation
4. The client is cautioned to avoid tendering to the Carrier parcels containing exceptionally fragile or valuable goods, and should he do so, is obliged to so pack and label these goods as to minimize the additional risks to which such items may be exposed.
5. **Payment: (Please send POP to 086 669 9898 / info@ssv.co.za)**
- 5.1. If any sum is not paid by the shipper, receiver or some other party under these terms, SSV may hold any shipments it is carrying (or part thereof) until it receives payment in full. Any unpaid balance will remain payable.

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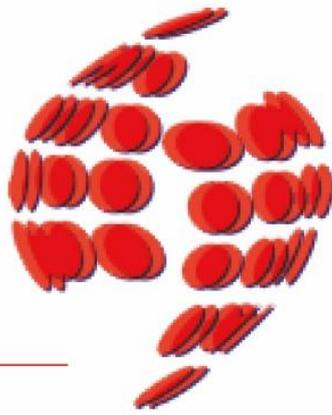
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- 5.2. **Please take note that no payment owed to SSV may be held back or deducted due to any loss or damages. The normal procedure must be followed and once the claim process was completed, it will be determined on how the cost involved for the damages or loss will be paid out.**
- 5.3. The claims department will look at each claim individually, and depending whether the parcel was lost or damaged, will determine whether the transport cost will be discounted.
- 5.4. You will be liable to pay the transport cost unless agreed differently by the shipper and the Claims department. This matter will be agreed upon in writing only with this department.

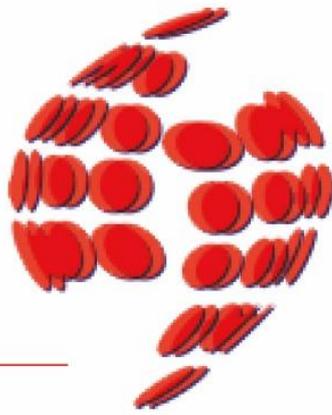
6. Conditions of Insurance

- 6.1. This section sets out various restrictions and conditions which apply to the carriage of shipments by SSV's Insurance. It also explains what the consequences are of the shipper presenting shipments for carriage which do not meet these requirements.
- 6.1.1. Service Restrictions and Conditions:
- (a) Goods transported must be **properly packed** for the insurance cover included unless mentioned by SSV as excluded:
 - (b) **Fragile goods – Windscreens:** Windscreens must be packed and wrapped with bubble wrap and placed inside a Screen crate in a **standing position**. It must be packed and secured in the crate, so that it can't fall around or touch other windows. If windscreens aren't packed in this way, it will be transported at the shippers own risk.
 - (c) **Fragile goods – All other items like mirrors, glass, bottles, bulbs, lights, posters, frames, etc:** These goods must be bubble wrapped and placed inside or covered with a box. It must contain a **fragile note / sticker**. We need to be informed about these type of transport upon arrangement.
 - (d) **Fragile goods – Garage doors, normal wooden doors, pipes,** etc must have the necessary covering. One layer of plastic is not enough for this to be covered by the insurance. Blinds must be inside the hard roll boxes to be covered. If Garage doors and wooden doors are not sufficiently packed, no cover will offered.
 - (e) Pallets must be palletized, stackable, able to be lifted by forklift, and shrink-wrapped or banded to a skid.
 - (f) All other items like engines, radiators, cement pipes / blocks, must be strapped either to a pallet or a Tyre and fragile parts covered with box to make sure these don't damage en-route.
 - (g) All goods like trailers, motorbikes, quad bikes, vehicles, are only insured if they are new. Second hand goods are transported on own risk. For these goods, written quotations must be obtained, specified and accepted 24 hours in advance before the

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collection will take place. An Indemnity will be required to be signed before collection of these items will be done.

6.1.2 Insurance procedure:

- (a) Once a claim form with all the necessary documentation was send through, a claim is opened.
- (b) Claims can take up to 60 working days to be approved and paid out.
- (c) The amount which will be paid out to the customer will solely be determined by the Insurance Company. This amount will never be less than the cost price of the goods damaged / missing.
- (d) Goods are only insured at the cost value of items, and not the replacement value

7. Liability:

- 7.1. The liability of SSV is governed by and will be limited according to the applicable rules.
- 7.2. SSV does not accept responsibility for purely economic losses, such as the costs of any alternative means of transport, loss of profits, loss of business opportunities or loss of revenue resulting from loss of use, arising from any loss of or damage or delay to a shipment (or part thereof), whether or not a value has been declared in respect of the relevant shipment.
- 7.3. SSV shall not be liable for any damage to or loss of any packaging or pallet skids.

8. Claims Procedure – Prescription:

- 8.1. All claims against SSV must be notified in writing to info@ssv.co.za / **0866699898** as soon as reasonably practicable and in any event within 48 hours of receipt in the case of damage (including partial loss of a shipment), in the case of delay within 7 days of the goods being placed at the disposal of the person entitled to delivery and in the case of loss within 7 days of the goods being consigned with SSV for carriage.
- 8.2. In addition, all claims against SSV in connection with any shipment shall be prescribed and barred by expiration of time, unless legal proceedings are brought and written notice of them is given to SSV to info@ssv.co.za / **0866699898** within 7 days after delivery of the goods concerned or, in the case of non-delivery, within 7 days from the scheduled date for delivery.
- 8.3. These terms shall not affect any rights the shipper may have.

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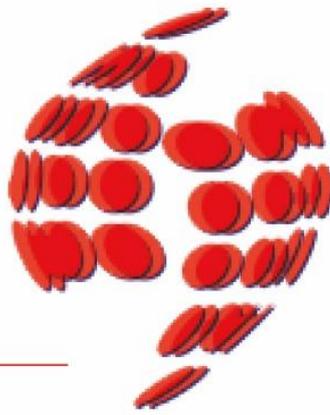
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9. Entire Agreement & Severability:

- 9.1. It is the intention of SSV that all the terms of the contract between it and the shipper are contained in this document. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of SSV before the shipment is accepted for carriage by SSV.
- 9.2. If any part of these terms is not enforceable, this will not affect the enforceability of any other part.

- Please send a notification of any loss or damage to info@ssv.co.za to request a claim form to be completed.
- Please ensure you always keep the original packaging since this will be needed in the investigation process for any claim
- Always take pictures of the items when it arrives at your premises
- Always make a note of any damage/ loss on the freight document and make sure it is reported to our offices and not only the driver.
- When requesting a claim form, please send the Date of Delivery, waybill number and details of the packaging as well as to whom the damage / loss were reported to on the mail.

It is the customer's responsibility to ask if his goods will be covered. And also to advise SSV upon the arrangement of a collection, of what we will be transporting.

- *Please take note: Goods are only covered for 48 hours from collection point. Goods left at our depot longer than this, will be at the customers' own risk. The customer will be required to sign for acceptance of the goods, since the Invoice needs to be processed within 48hours after the collection of goods.*

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