



 **EMAIL**
info@homeassist.co.za

 **CONTACT**
086 199 9954

 **ADDRESS**
12 Uitvlugt Road, Pinelands
7405, Cape Town, Western
Cape, South Africa

Terms and Conditions

Date : 1 January 2019

Home Assist - Prepaid Water Meter Installations

The client by accepting this quote agrees to the following terms and conditions, governed by the Law of Republic of South Africa. Terms & Conditions are set out below to clearly display the products & services rendered by Citi Plumbing. Please feel free to request more information about the Prepaid Water Meter Hardware and monthly management service.

1. Prepaid Electronic Water Meter Manufacturer Warranties

1. 1 x Year Warranty PVC Mechanical Water Meter Body, provided the water meter is installed in a manufacturer approved box
2. 1 x Year Warranty on Mechanical shut off valve
3. 1 x Year Manufacturer warranty on Prepaid electronics including display keypad & shut off valve from the manufacturer . The period starts from the date of installation, marked on the job card. The swop out warranty does not include transport or installation. This is merely a swop out of the product.
4. Version 12 Prepaid meter have exchangeable batteries please request this as it is not the standard product and has an additional cost per unit.





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2. Workmanship Warranty

1. Home Assist ensures that all installation service provides a offer a for workmanship warranty of 3 months from the date of installation.
2. This warranty is limited to 1 meter from the installation of the water meter.
3. Certificates of compliance are provided at the request of a client at an additional cost if not provided for upfront in the quote and itemized in the quote.
 - 3.1 Non-compliances listed on the Certificate of Compliance arising will be at an additional cost to the client and should the client reject these recommended compliances upgrades, the Home Assist Service provider cannot be held liable.

3. Payment Terms

1. Inspection fees are 100% discounted provided one of the quotes supplied are accepted.
2. Please mark or notify Home Assist in writing relating to the quotes you have accepted or rejected.
3. Home Assist will only process an order once the 60 % Deposit has been paid, and proof of payment has been furnished to our accounts department
4. Provided the deposit has been paid, stock orders can take between 3-5 weeks for delivery.
5. The final balance of 40% is to paid on the last day of the project.
6. Late payments will attract interest and penalties. Any payment dispute will not be accepted unless in



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writing, prior to the last day of installation.

7. Clients will be charged a late payment penalty of 5% of the amount owing immediately. There after interest will be charged at 2,5 % monthly of the amount outstanding.

4. Water Meter Installation terms

1. Water meter installations do not cover costs to correct non-compliant plumbing systems, any non-compliance will be quoted for in addition to this quote.
2. Clients need to provide access to the entire home's plumbing system on the day of the installation, in order to mitigate risk of water damage. This problem can occur if your plumbing system is non-compliant.
3. The Workmanship warranty is limited to 1 meter from the point where work was carried out
4. The Home Assist Service Provider will not be held liable to honor a quote if a site inspection was not conducted, in the case where a blanket quote was supplied to the customer.
5. Installation times vary from between 1-3 hours, provided apartments have a operational shut off valves installed at the incoming supply line to the apartment/home. In the case where apartments do not have a shut off valve , Citi Plumbing will provide a private quote to the owner.





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5. Monthly Management Fee - Vendor Debt collection & Disbursements

Metro Prepaid is the vending party that will be liable for the management of funds on an ongoing basis. All disbursement reports and billing enquiries will need to be directed to them. After the 3 month warranty has lapsed Metro prepaid will handle all hardware queries and repairs.

5.1 Metro Prepaid Management Fee 8.75% (of token value) service fee plus VAT .

5.2 Retail Vending outlets

Speed-Pay - Same-bank EFT channel (No Fees) - Online banking solution

Spar, Shoprite, Pick N Pay, Checkers, Boxer & Pep Convenient Stores - Top it up, One cell & Kazang
Online - Capitec & FNB Unipin System - ABSA , Nedbank & Spar

5.3 Vending Retailers Vending fee up to 3.85% of the token value plus VAT Retailers

