

TERMS AND CONDITIONS

EVA t/a Orange Maintenance Services

These Terms and Conditions govern all quotations, installations, maintenance works, repairs, plant hire services, call-outs, and once and services provided by EVA t/a Orange Maintenance Services.

By accepting a quotation, approving work via email, signing a document, requesting services, or allowing work to commence, the client acknowledges and agrees to these terms and conditions.



OFFICE NUMBER

081 535 7769



1. QUOTATIONS & APPROVALS

Quotations Validity

- All quotations issued by EVA remain valid for 14 days from the date of issue unless otherwise specified.

Scope of Quotation

- All quotations specify only the products, materials, labour, and services specifically stated within the quotation.
- Any additional requests, variations, alterations, or additions will be recorded by the client and be charged separately with the request or instructed quotation.

Acceptance Procedure

- Approval may be provided through signed quotation, written email approval, official purchase order, or written instruction.
- Upon approval, EVA will allocate resources and schedule the required works.
- Should a client cancel an approved quotation after confirmation has been given, a 7% handling fee may be charged to recover administrative, procurement, scheduling, and coordination costs.



2. PAYMENT TERMS

Payment Requirements

- Unless otherwise agreed in writing, payment is due upon completion of the installation, repair, or service work, as per the provided.

Price Adjustments

- EVA reserves the right to adjust pricing where supplier costs, exchange rates, transport costs, or revised costs change after the project commencement.

Ownership of Equipment

- All equipment, materials, and supplied products remain the property of EVA until payment has been received in full.



3. INSTALLATION & PROJECT EXECUTION

- Installation timelines are estimates and subject to scope, site access, and resource availability.
- Delays caused by the client or external factors (weather, utility access, etc.) may extend timelines.
- EVA is not responsible for structural, civil, or electrical work outside our scope.

Site Access

- The client must provide:
 - Safe and clear site access
 - Required permits
 - Power and utilities
 - On-site support
- Delays or costs due to missing required approvals, access, or utilities will be for the client's account.



4. WARRANTIES & GUARANTEES

- Workmanship Guarantee:**
EVA provides a workmanship guarantee on completed work for a period of 6 months from the date of completion.
- This guarantee excludes:**
 - Misuse
 - Lack of maintenance
 - Natural wear and tear
 - Power surges
 - Factors beyond our control
- Materials Warranty:**
Warranties on materials are as provided by the manufacturer. EVA will assist with claims where possible but does not replace or extend manufacturer warranties.



5. OUTDOOR TILING INSTALLATIONS

- Outdoor tiling projects should preferably be completed during warmer weather conditions.
- Should identical replacement tiles no longer be available, EVA will source the closest available match and obtain client approval before installation.
- EVA cannot be held liable where approved replacement tiles differ slightly from existing installations due to manufacturing variations or discontinued products.



6. LIMITATION OF LIABILITY

- EVA shall not be liable for any indirect, consequential, special, or incidental damages arising from services provided.
- This includes, but is not limited to:
 - Loss of profits
 - Loss of business
 - Loss of productivity
 - Loss of data
 - Operational downtime
 - Secondary damages
- Our liability shall be limited to the value of the work performed.



7. THIRD-PARTY CONTRACTORS

- Should any third-party contractor interfere with, alter, repair, modify, or remove our work on an installation prior to EVA completing its scope have ended our guarantees, and workmanship guarantees and liability provisions become null and void.
- EVA shall not be responsible for defects, failures, or damages caused by third-party contractors.



8. CONFIDENTIALITY

- Any documentation, quotations, pricing, specifications, drawings, or information supplied by EVA shall remain confidential and may not be disclosed to any third party without written consent.



9. RETURNS & HANDLING FEES

- Approved returns may be subject to a 7% handling fee which excludes any return after seven (7) days from the project commencement date.
- This fee covers administrative, supplier processing fees, logistics, and handling costs.



10. CLIENT ACKNOWLEDGEMENT

- By accepting a quotation, signing documentation, issuing a purchase order, or authorizing work to proceed, the client acknowledges that they have read, understand, and agree to these Terms and Conditions.



11. SITE SAFETY

- The client shall ensure the working environment complies with all relevant health and safety regulations.
- EVA personnel reserve the right to refuse work if unsafe conditions exist.



12. ACKNOWLEDGEMENT

- Upon signing or approving a quotation, you hereby acknowledge and agree to abide by our Terms and Conditions.



13. CUSTOMER'S RESPONSIBILITIES

- The customer will provide necessary access to the site, including any required permits or licenses, to enable EVA to perform the installation services.
- The customer will be responsible for any costs or delays caused by a failure to provide such access.
- The customer will ensure that the site is ready for installation, including all necessary preparations such as level surfaces, proper utility connections, and compliance with local regulations.



14. CHANGES & VARIATIONS

- Any changes or variations to the scope of work requested by the client after the project has commenced may result in additional costs and/or extended timelines.
- All changes must be documented and agreed upon in writing before the changes are implemented.



15. REMEDIAL WORK & PAINT SUPPLY

- EVA hereby declares that it shall not assume responsibility for any remedial work required. Any necessary tasks will incur additional costs.
- EVA will also abstain from supplying paint unless explicitly quoted.

EVA
EAGLE VISION
ASSOCIATION



**LET'S WORK
TOGETHER**

One Reliable Partner. Complete Solutions.

CONTACT US TODAY >



**RELIABLE
SERVICE**



**EXPERIENCED
TEAM**



**QUALITY
WORK**



**WESTERN CAPE
WIDE COVERAGE**