

DURBAN	CONTACT	JOHANNESBURG	CONTACT	CAPE TOWN	CONTACT
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Riverhorse Valley	<a href="mailto:info@camjet.co.za">info@camjet.co.za</a>	12A Jet Park Road	<a href="mailto:info.jhb@camjet.co.za">info.jhb@camjet.co.za</a>	1 Boston Circle	<a href="mailto:info.cpt@camjet.co.za">info.cpt@camjet.co.za</a>
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## Camjet Standard Terms of Service

- The acceptance of these Standard Terms of Service will pertain to all works, both current and future, that Camjet (Pty) Ltd carries out for the above client.
- All business undertaken, including the giving of advice and information, whether gratuitously or not, by Camjet, for any person/s requesting such, or on whose behalf, or in respect of whom Camjet undertakes, is and shall be subject to the terms and conditions hereunder.
- These Standard Terms of Service will apply to all work or service provided by Camjet however additional special conditions may also be applicable, in which case they will be clearly stated in written quotations, estimates, service or subcontractor's agreements that pertain to specific project/s.
- Verbal quotes/estimates are not binding.
- Camjet shall accept instruction for work on the assumption that the person issuing such instruction has the authority to do so and will also be responsible for payment. Should a third party be responsible for payment, it shall be the responsibility of the person who issued the instruction to collect payment within the payment terms applicable.
- Water and electricity must be available and accessible unless expressly stated and quoted for. A garden hosepipe will be acceptable for domestic clients however, Camjet will not be held responsible for low water pressure or restrictors/reducers on the Municipal line. For commercial, industrial and municipal projects, all potable water for High-Pressure jetting purposes is to be supplied by the client, free of charge, by means of making a fire hydrant or alternative water source with the same water pressure as a hydrant, available. Should the required water source not be available please contact Camjet for a separate quote.
- Arrangements must be made by the customer to ensure access to the site where works are to be carried out, including any written permission or permits, which must be obtained prior to commencement of work. Should Camjet be delayed or unable to perform the necessary work due to being locked out, a call out or establishment fee as well as our standard hourly charge, for the service requested, will be charged.
- It is the client's responsibility to inform any entity that needs to be made aware of the said works being carried out of the possibility of noise, water cuts and/or any other disruptions that may occur as a result.
- Access into the pipelines must be provided. An opening of a minimum of 300mm is required for insertion of the equipment into the pipeline and manholes.
- Cleaning prices include the removal of sand, silt, debris, etc. from manholes and drains but no allowance has been made to remove such from site unless expressly stated and quoted for.
- Unless informed in writing Camjet shall assume that any waste cleared or removed is safe and does not need any specialized disposal. The waste remains the property of the client in accordance with the cradle to the grave principal.
- Obstructions that require additional means of removal (e.g. solid concrete, pipe intrusions etc.) will be considered as exceptions and a separate quote will be supplied for removal/rehabilitation. A variation order will be required before proceeding further.
- No allowance is made to cut/build roadways to manholes.
- No allowance is made for security whilst on site. If required, this will be charged as an additional cost.
- No allowance is made for working outside of normal office hours and should this be required the labour charge will be adjusted accordingly. Normal working hours are Monday - Friday 8am - 4pm (08:00 – 16:00).
- No allowance is made for downtime or delays that occur beyond our control e.g. strikes, site instructions, weather etc. Should Camjet have to be on standby whilst preparations are being made for the operations to commence or continue, downtime will be invoiced out at our normal hourly rate for the service provided or the rate quoted.
- Camjet will not be held liable for any damage to property as a result of concealed services (e.g. electricity, data cables etc.) that we have not been made aware of in writing. Furthermore, Camjet will not be held responsible for any damages to pipe lengths and/or surrounding areas caused by the normal use of its equipment.
- While every effort will be made by Camjet to carry out the work contracted, the due performance thereof is subject to variations or cancellations owing to "Acts of God", war, strikes, lockouts, floods, fires, droughts, variation in the price of materials, or any other cause beyond Camjet's control.
- Should any complaint or claim arise with regard to the works carried out; the complaint/claim must be formally lodged in writing within 15 days of completion of said works. Failing this, it will be deemed that Camjet has rendered complete and full performance.
- Any opinion or advice given on site is merely the opinion of the staff member and not binding on Camjet. Findings will be put in writing where applicable, either on an invoice or detailed report as appropriate.
- If Camjet institutes or defends any legal or arbitration proceedings to enforce payment, Camjet shall be entitled to recover from the customer all legal costs, including collection and tracing fees, incurred by Camjet in this regard
- Camjet shall carry out its obligations in terms of this agreement as an independent contractor and this agreement shall not give rise to any relationship of agency between the parties
- Camjet will not be bound by any typographical error, omission or calculation error that can be reasonably shown to be as such.
- Final prices quoted are INCLUSIVE of VAT unless specifically stated e.g. rates quotes
- Unless special arrangements have been made in writing, payment is due in full prior to commencement of work. If extra work is done creating a balance this will be payable immediately on completion and must be paid by EFT or in cash to the Camjet team leader and a receipt will be issued.
- Please note CCTV reports will only be released once full and final payment is made.
- Interest will be charged on all overdue accounts at the prescribed rate in terms of the Interest Act No 55 of 1975.
- Acceptance of these Terms of Service must be submitted to Camjet's offices prior to the commencement of any work.
- Issuing of order no's, letters of appointment, or any other requirements needed for the payment of invoices, it is the responsibility of the client.
- Camjet's standard Terms of service may change periodically are available on request or on our web page [www.camjet.co.za](http://www.camjet.co.za).
- Any relaxation given on these Terms and Conditions shall not constitute precedence.
- No variation of these Terms of Service shall be of any force unless reduced to writing and signed by both parties.