



# Customer Service Charter

By promising to uphold the Service Charter, we are all promising to familiarise ourselves with these commitments, embrace them and implement them as a team. For the Service Charter to be effective, we all need to put our hands up and make it work – after all, it's not just a document, it's our promise. The Service Charter must be read in conjunction with our standard terms and condition of sale.



Damien Peyrelongue  
Managing Director: Gyproc & Isover

# Health and Safety

All visitors should be given the information they need in advance to ensure that they are familiar with and adhere to the local health and safety rules. These include traffic routes, speed limits, parking areas, pedestrian routes, loading/unloading areas, reception areas, emergency procedures, incident reporting procedures, PPE usage, and loading/unloading procedures.

## **Personal Protective Equipment (PPE)**

Wearing a high visibility vest, long pants and safety shoes is the minimum PPE required to enter any Saint-Gobain Gyproc site. Specific risks may require additional PPE according to the site-specific rules.

## **Loading and Unloading Safety Requirements**

The loading/unloading/sheeting (truck tarping) operations should be carried out in an area away from passing traffic, pedestrians and others not involved in the loading/unloading activity.

- Loading/unloading activities should be carried out on ground that is flat, firm and free from potholes.
- Appropriate lifting and manoeuvring equipment must be utilised for loading and unloading vehicles.
- If possible, sheeting should be done from the ground floor, alternatively platforms or other safe access should be provided.
- If there is a requirement to work on top of a load and there is a risk of a fall leading to injury, fall protection must be used.
- Please ensure that vehicles and trailers that are being loaded or unloaded are turned off, with keys removed and immobilised by chocking, dock restraints and other methods that prevent vehicle movement.
- Drivers and any passengers must follow the instructions of where they should be during the loading or unloading process.
- Safety comes first. Any vehicles, trailers or containers that appear to be hazardous to employees or others will not be loaded or unloaded.

## 1. ORDER PLACEMENT

Orders must be placed in writing with our Customer Service Centre either via Fax or e-mail. Once an order is received via fax or e-mail, our Customer Service Consultant will acknowledge receipt thereof within 3 hours during office hours. Orders received before 14h00 Monday-Thursday and 11h00 on Friday will deem to have been received the same day for lead-time purposes.

Should there be any discrepancies, a pro-forma invoice will be created and sent to the customer for verification, with an amendment of order. If there are any changes, customers must return a signed copy of pro-forma invoice via fax or email, or respond by email confirmation.

All orders need to stipulate an order/contract number, accurate delivery address and the required delivery date. For site deliveries, we require the name and telephone number of the contact person on site.

## 2. LEAD TIMES & ORDER QUANTITIES

Lead-times are calculated in working days (excluding week-ends and public holidays) for orders received and confirmed by 14h00 on Monday-Thursday and 11h00 on Friday.

### GLASSWOOL:

Product	Lead-time: Gauteng (days)		Min Order Qty (MTO)	Comments - Leadtime and Order Quantity (MTO)
	MTS Items	MTO Items		
Factorylite	2	6	10 Rolls	Add 5 days for Double Sided Facing
Factoryboard	2	15	5 Boards	Order Quantity - Must form part of a 5T Factoryboard production run. Double Sided - add 5 days, Fully Enclosed - Check with Planning
Cavitybatt & Ceiling Board	3	10	1 Ton	
Pipes	2	8	1 Box	For faced MTO, add 2 days
All other GW	2	10	1 Ton	

### ULTIMATE:

Product	Lead-time: Gauteng (days)		Min Order Qty (MTO)	Comments - Leadtime and Order Quantity (MTO)
	MTS Items	MTO Items		
ULTIMATE Flat Product	2	40	1 Ton	Imported product
ULTIMATE Pipes	2	45	1 Box	Imported product

### EPS:

Product	Lead-time: Gauteng (days)		Min Order Qty (MTO)	Comments - Leadtime and Order Quantity (MTO)
	MTS Items	MTO Items		
EPS Sheets	N/A	5	N/A	Deliveries on large orders will commence 3 days after order receipt
EPS Others (Beads, Wiggly Worms, etc)	N/A	5	N/A	
Politerm	N/A	7	N/A	
Hydroboard & Kulite (Display)	N/A	7	N/A	Deliveries on large orders will commence 3 days after order receipt

### Inland (all provinces)

Tel: 0860 476 837 Fax: 086 673 1088

Email: isoverinternalsalesza@saint-gobain.com  
sagexgp@saint-gobain.com (EPS)

### KwaZulu-Natal

Tel: 0860 476 837 Fax: 086 673 1088

Email: isoverinternalsalesza@saint-gobain.com

### Eastern Cape

Tel: 041 453 3367 Fax: 041 394 5601

Email: ZASCPortElizabeth@saint-gobain.com

### Western Cape

Tel: 021 951 1167 Fax: 021 951 1687

Email: zaisoverctn@saint-gobain.com

For orders containing mixed products, the lead-time for the product with the longest lead-time will apply. We will confirm the delivery date at the time of order placement.

The lead-time schedule below distinguishes between Make to Stock (MTS) and Make to Order (MTO) items. A list of our MTS items is available from our Customer Service Centre upon request. The lead-time for the various products is shown in the tables below.

Lead-times in the tables below are expressed in working days for Gauteng deliveries. For other Inland



regions and KZN add 1 day. For NC, EC and WC add 2 days for delivery. Please refer to 'Deliveries' for delivery quantities which may affect lead-times.

Lead-times are based on plant capacity and normal demand. Large orders above normal demand may attract longer lead-times.

**3. ORDER CANCELLATIONS AND AMENDMENTS**

Cancellation or amendments of orders should be done in writing via the same channel as when order was placed. Orders cannot be amended on the delivery date.

No cancellation or amendment of orders will be accepted on Make to Order (MTO) items within 48 (forty-eight) hours after the order has been placed. If changed within the 48-hour period, the lead-time will be based on the date of amendment.

Product produced for an order and in accordance with the requested delivery date, must be taken within 5 working days of the delivery date. If the product(s) cannot be taken due to site delays, space constraints or another reason, a storage charge can be incurred. Alternatively, the product may be sold to another customer in which case a new lead-time will take effect.

**4. COLLECTIONS**

Collection of orders can be arranged as follows:-  
Monday - Thursday . . . . . between 10h00 and 14h00  
Friday . . . . . between 09h00 and 12h00

In order to avoid delays on site, collection time slots must be booked the day before with the Customer Service Centre. The Customer Sales Consultant will advise you of a delivery note number and collection time slot, which must be communicated to your driver. If on time for the collection time slot, the truck loading will commence within 30 minutes of arrival.

Late and unplanned collections will be loaded as soon as a free collection slot is available.

Collection of the goods shall be deemed to have successfully taken place upon signature of the delivery note by the Customer, its employee, driver or agent.

**5. DELIVERIES**

Should you have any specific delivery requests, please contact our Customer Service Centre. Where possible we will try and accommodate your request.



Our standard delivering times are:-  
Monday – Friday between 08h00 and 16h00\*  
*\*On Friday the last order will be loaded before 12h00 and transported to customer delivery location by 16h00*

In order to optimize transport costs, delivery quantities and availability of transport may affect the lead-times. The lead-times shown in the lead-time schedule are conditional to the following delivery quantities for the different regions:

- Gauteng . . . . . 20m<sup>3</sup>
- Other Inland Regions . . . . . 80m<sup>3</sup>
- KZN/WC/EC/NC . . . . . 120m<sup>3</sup>

For delivery quantities smaller than the above mentioned, availability of co-loads to fill up trucks may add to lead-times.

For construction site deliveries, the site must offer adequate access and the route to and from the points of delivery on site must be suitable and safe for use.

Off-loading of vehicles at both customer sites and construction sites, is the customer's responsibility. The company does not provide labour to off-load vehicles.





Discrepancies or transit damages must be recorded on the delivery note upon receipt and the driver must also endorse the document for verification purposes. The claims procedure will be followed to determine the root cause and a credit will be processed accordingly.

Delivery shall be deemed to have successfully taken place upon signature of the delivery note by the customer, its employee or agent.

## 6. RETURNS

In the unlikely event that you are not entirely satisfied with our products and would like to return the product, please report this to the Customer Service

Consultant within 72 (seventy-two) hours of delivery. If not reported within this time frame, no claims will be considered.

Return of MTS items will only be accepted by prior arrangement and a return charge of 10% will be levied unless otherwise agreed to by an authorized representative from the Company. In addition, the customer will be liable for the return transport costs. A credit will be passed on products in saleable condition. MTO items may not be returned for credit.

Material approved for returns will be collected within 5 working days after approval process has been completed.

