

# PROLUX

## SYSTEMS LTD

### Orders & Refund Policy

1. As all orders for Goods are made to the Buyer's individual requirements this order cannot be cancelled unless the Company is in breach of its obligations to the Buyer.
2. Subsequent to acceptance of a quotation, and after the 50% deposit payment is made, the Company will carry out a survey for the proposed work required to install the Goods within 14 days or a mutual time subject to agreement of the parties. In the event of an unsatisfactory survey report (of which the Company shall be the sole judge), the Company reserves the right to cancel the contract, after having given the Buyer a full written explanation of the reasons for doing so. The Company will also refund all money deposited by the Buyer.
3. If the Buyer cancels an order, the Buyer acknowledges that the Company loses the time they have spent on the Buyer's order up to the time at which the Buyer cancels and, accordingly, the Company reserves the right to charge the Buyer a cancellation fee which is sufficient to cover the Company's cost of materials, expenses and handling charges to the date of cancellation. The Buyer acknowledges that they will lose their deposit payment or an amount of it, subject to the costs incurred by the Company.

