

Terms and Conditions

1. Detailed description of goods and/or services

The Aircon Centre t/a Samsung Airconditioner is a business in the Airconditioning industry that sells Samsung Airconditioning Products.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 4 - 5 working days and delivery confirmed by way of e-mail/telephonic confirmation.

3. Return and Refunds policy

The provision of goods and services by The Aircon Centre t/a Samsung Airconditioner is subject to availability. In cases of unavailability, The Aircon Centre t/a Samsung Airconditioner will refund the client in full within 30 days. Cancellation of orders within 7 days of delivery and the product is in its original packaging, which must be undamaged and in its original condition with all seals still intact. Once an airconditioner is installed it cannot be exchanged for a larger or smaller airconditioner. A 10% administration fee will be charged.

Our Samsung aircon products cover a 5 year warranty provided that the unit is installed by The Aircon Centre, the unit is serviced as per the warranty card guidelines; and the customer registers their product on www.fourwaysaircon.co.za or www.allianceair.co.za.

4. Customer Privacy policy

The Aircon Centre t/a Samsung Airconditioner shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

5. Payment options accepted

All payments go through Peach payment gateway and have various options such as credit card, debit card, EFT etc.

6. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

7. Responsibility

The Aircon Centre t/a Samsung Airconditioner takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

8. Installation Policy

The cost of a standard installation includes the following:

- Up to 3 meters of refrigerant piping, drain pipe and cable
- Outdoor mounting bracket (if required)
- Installation to a maximum height of 3metres above ground level
- Drilling of one hole for piping

- Holes will be filled but not painted

We will quote for all costs in addition to the 3 meter installation which will include but are not limited to the following:

- Any required piping and cabling in addition to the piping and cabling referred to above, or electrical connection to the main switchboard
- Travelling expenses in the event of the installation being out of a 50km radius from where the unit was bought
- Any other extras, including but not limited to:
 - external isolators and additional electrical work required
 - any additional refrigerant piping, insulation, drain pipe and cable
 - trunking to cover piping
 - Uninstall of existing unit
 - **Any Additional Changes Made by the Client.**
 - If working on heights above 5m is required, the end user will be charged for scaffolding and outdoors will need to be placed at lower positioning for safety of technicians and for future maintenance of units

Please note costs of isolators and a condensate pump are not included in the installation fee.

.9. Variation

The Aircon Centre t/a Samsung Airconditioner may, in its sole discretion, change this agreement or any part thereof at any time without notice.

10. Samsung Airconditioner contact details

Email: sales@samsungairconditioner

Telephone: +27 (0)11 708 0015