

RITTER GAS SERVICES & SUPPLIES (PTY) LTD

FINAL TERMS & CONDITIONS

Website, Quotations, Supply, LPG Installations, Training & Services

Effective Date: 2 June 2026

1. APPLICATION

These Terms & Conditions apply to all quotations, website use, LPG supply, cylinder filling, installations, maintenance, inspections, commissioning, consulting, training, technical advice, equipment supply and related services rendered by Ritter Gas Services & Supplies (Pty) Ltd ("Ritter Gas").

2. ACCEPTANCE

Acceptance of a quotation, purchase order, email, WhatsApp instruction, deposit, payment, delivery request, continued engagement or use of the website constitutes acceptance of these Terms & Conditions.

3. WEBSITE DISCLAIMER

Website content, technical information, photos, pricing indications, compliance guidance, recommendations, specifications and drawings are for general information purposes only and do not constitute engineering, legal, compliance or installation advice. Site specific inspections remain necessary.

4. QUOTATIONS

Quotations remain valid for fourteen (14) calendar days unless otherwise stated and are subject to stock availability, supplier pricing, exchange rates, site inspection, measurements, regulatory requirements and scope clarification. Errors and Omissions Excluded (E&OE;) applies.

5. PAYMENT TERMS

Quotes below R4,500 are payable in full before ordering or installation. Hardware-only quotations are payable before goods are ordered. Installation or service projects may require a 70% deposit with the balance payable within two (2) days of completion unless otherwise agreed in writing. Ritter Gas may suspend work, withhold commissioning, certification or delivery pending payment. Interest on overdue accounts may be charged at 2% above prime overdraft rate or the maximum legally permissible rate.

6. OWNERSHIP & RISK

Goods supplied remain the property of Ritter Gas until paid in full. Risk in goods passes to the customer upon delivery and customers are responsible for adequate insurance.

7. SCOPE OF WORK & EXCLUSIONS

Only work expressly included in a written quotation is included. Items not specifically mentioned are excluded. Additional labour, overtime, travel, delays, standby time, crane hire, equipment hire, compliance rectification, scope changes, materials and additional testing may be separately charged.

8. WORKMANSHIP WARRANTY

Ritter Gas provides a twelve (12) month workmanship warranty limited strictly to defects directly attributable to Ritter Gas installation workmanship. Ritter Gas shall be afforded reasonable opportunity to inspect and rectify any workmanship related defect.

9. WARRANTY EXCLUSIONS

Warranty excludes corrosion, acidic groundwater or soil, flooding, acts of nature, misuse, neglect, wear and tear, vandalism, defective products, poor maintenance, unsafe operation, civil defects, environmental conditions, third-party work, unauthorised modifications and client supplied equipment.

10. THIRD-PARTY & MANUFACTURER WARRANTIES

Third-party supplier warranties are passed through where applicable. Ritter Gas accepts no liability for manufacturer defects, third-party support obligations or equipment failures not attributable to Ritter Gas workmanship.

11. CLIENT SUPPLIED EQUIPMENT

Ritter Gas accepts no liability for defects, failures, compatibility issues, delays, safety concerns or compliance deficiencies arising from client supplied tanks, geysers, cylinders, pipework, appliances, valves, regulators, fittings, civil works, electrical systems or associated equipment.

12. CIVIL WORKS & UNDERGROUND SERVICES

Customers remain responsible for disclosure of underground services. Unless specifically agreed in writing, Ritter Gas is not responsible for excavation, drainage, waterproofing, dewatering, paving, foundations, anchoring, concrete integrity, soil conditions, acidic groundwater, corrosion protection, backfilling, compaction or related civil engineering work.

13. SITE ACCESS & SAFETY

Customers shall provide safe access and a safe working environment. Staff require access to all necessary areas to complete work. Unsafe conditions may result in suspension of work without liability.

14. WEATHER, DELAYS & FORCE MAJEURE

Work may be delayed due to dangerous weather, unsafe conditions, supplier shortages, labour disruptions, permits, regulatory delays, access limitations or circumstances beyond Ritter Gas's reasonable control. Costs caused by client postponements or cancellations may be charged. Written cancellations require not less than seven (7) days notice and may attract a 10% handling fee.

15. TRAVEL & OVERTIME

Travel, accommodation, transport and overtime outside a fifty (50) kilometre radius or outside normal trading hours may be separately charged.

16. COMPLIANCE & CERTIFICATION

LP Gas Certificates of Compliance, commissioning, sign-off or operation approval remain conditional upon satisfactory inspection, legal compliance and settlement of accounts. Ritter Gas reserves the right to refuse commissioning or certification of unsafe or non-compliant systems.

17. LPG SAFETY

LPG is hazardous if improperly used. Customers remain responsible for competent operation, maintenance, ventilation, inspections and safe operation after handover. Appliances must comply with applicable SANS requirements including SANS 1539 where applicable.

18. LIMITATION OF LIABILITY

To the fullest extent permitted by South African law, Ritter Gas shall not be liable for indirect, consequential or economic loss, business interruption, downtime, reputational harm, loss of profit, future economic loss or misuse of supplied goods or systems. Liability shall be limited to direct proven damages.

19. ELECTRONIC COMMUNICATION

Email, WhatsApp, digital approvals and electronic instructions shall constitute valid communications and instructions.

20. CONFIDENTIALITY & INTELLECTUAL PROPERTY

Quotes, designs, photos, multimedia, reports, training material, manuals, drawings and technical information remain confidential and the intellectual property of Ritter Gas unless agreed otherwise in writing.

21. PROJECT PHOTOGRAPHY

Ritter Gas may photograph completed works for technical, compliance, training, quality assurance and marketing purposes unless otherwise agreed in writing.

22. POPIA & PRIVACY

Personal information shall be processed in accordance with applicable South African legislation and Ritter Gas POPIA Policy.

23. JURISDICTION

These Terms & Conditions shall be governed by the laws of the Republic of South Africa and disputes shall fall under the jurisdiction of the courts of the Western Cape.

24. ENTIRE AGREEMENT

These Terms & Conditions supersede previous terms and constitute the full agreement unless amended in writing by Ritter Gas.

CUSTOMER ACKNOWLEDGEMENT

By accepting a quotation, placing an order, requesting services, making payment, receiving delivery or using the website, the customer acknowledges and accepts these Terms & Conditions.