



# TERMS AND CONDITIONS

1. Orders from Monday – Friday
2. Courier cut off time is 2pm daily
3. Anything booked after 2pm can potentially be delayed by a further 24 hours.
4. If there are any issues with the item we delivered PLEASE DO NOT remove the plastic, break any seals or insert a Sim card. We are unable to refund/exchange any items that have been opened or used. All Items are quoted based on stock availability and colours available. Please report Out-of-Box Failure (OBF) to us within 2 days from date of delivery, OEM Warranty for OBF units needs to be completed and dealt with in 7 days. All colours may vary subject to date of quotation and purchase orders.

## **EXCESS & UPGRADE PAYMENTS:**

5. All excess & upgrade payments due, will need to be settled before any orders can be released and our cut off time in order for Ouray to release the orders to the respective couriers for delivery. All excess & upgrade POP's will need to be emailed to [accounts@ouray.co.za](mailto:accounts@ouray.co.za) before any orders will be released.
6. All goods remain the property of Ouray (Pty) Ltd until fully paid for. The responsibility falls on you to inspect the contents before signing this form.
7. Courier cut off time 2pm daily. Anything booked after 2pm can potentially be delayed by further 24 hours. Any address changes may delay your parcel with 48 - 72 hours!
8. If there are any issues with the item we delivered PLEASE DO NOT remove the plastic, break any seals or insert a SIM CARD.
9. Please note no phone/s will be exchanged for a different model of any kind at any stage once you have taken delivery. We are unable to refund/exchange items that have been opened or used.