



UPP Service Charter

Away From Home / Universal Inks









The UPP Promise

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| | +27 12 703 5530 www.upap.co.za | |



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, welfare facilities, emergency procedures, incident reporting procedures, PPE usage, and loading/ unloading procedures.

Personal Protective Equipment (PPE)

Wearing a high visibility vest and safety shoes is the minimum PPE required to enter UPP's site. Specific risks may require additional PPE according to the site-specific rules.

Loading and Unloading Safety Requirements

The loading & unloading operations should be carried out in an area away from passing traffic, pedestrians and others not involved in the loading & unloading activity.

Please consider the following:

- Loading & unloading activities should be carried out on ground that is flat, firm & free from potholes.
- Appropriate lifting & manoeuvring equipment must be utilised for loading & unloading vehicles.
- 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 & unloaded are turned off, 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 & 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.



Ordering

How to order

You are welcome to order from us by e-mail or by phone. Please refer orders to www.upap.co.za or +2712 703 5530. If you have any specific product or service requirements, please contact your UPP sales representative.

Note: (Away from Home)

1. We have MTS (Make to Stock) items and we do keep stock of most of our items to be able to supply in our customer's needs on short notice. However, if this should be a new design or we are not aware of your monthly needs we will need to apply a standard manufacturing lead-time.
2. We also have MTO (Make to Order) items and needs to be manufactured from scratch, therefore a lead time of 4 to 6 weeks apply due to design, stereo production and actual manufacturing.

Note: (UInks)

1. Dispersions / bases are MTS (Make to Stock) items and we do keep stock of most of our items to be able to supply in our customer's needs on short notice. However, if this should be a new design (variant) or we are not aware of your monthly needs we will need to apply a standard manufacturing lead-time.
2. Inks & varnishes are MTO (Make to Order) items that need to be manufactured from scratch, therefore a lead time of 48 hours applies.

Note: COD Customers: Lead-times only apply once money reflects in our bank account.
(Funds need to be cleared)

Process (Away from Home)

Step 1: Start date.

The Service Provider shall commence the provision of the Services on agreed start date.

Step 2: Completion date.

UPP shall complete the work +/- 4 to 6 weeks from sign off of final artwork.

Step 3: Customer.

The (Customer) agrees to provide the following parts of the Services.

- Pantone Colours: Customer to provide the Pantone colour code.
- Colour Variation: Colour may vary one shade up or down with reference to the Pantone code.



- Artwork: Customer to supply design required. This needs to be in a High Res JPEG Format or vector PDF. The design is formalised and proof is given to the customer for sign-off. It is the customer's responsibility to ensure the artwork and the Pantone colours are correct.

Note: COD Customers: Lead-times only apply once money reflects in our bank account. (Funds need to be cleared).

Our Lead Times

We understand that you need your delivery as soon as possible - and we do our best to make that happen. However, in order for the process to run smoothly, we need our customers to be aware of our delivery lead times. These are our standard delivery times:

Local < 120 km

Within 48 working hours for orders received prior to 2 pm. "Local" means less than 120km from the dispatching warehouse.

Local < 120 km

Within 72 working hours for orders received after to 2 pm. "Local" means less than 120km from the dispatching warehouse.

Long Distance < 600 km

Within 72 working hours for deliveries for orders received prior to 12 pm. Long Distance for 72-hour delivery is greater than 120 KM and less than 600km from the dispatching warehouse.

Long Distance > 600 km

Within 96 working hours for deliveries for orders received prior to 12 pm. Long Distance is greater than 600km from the dispatching warehouse. All our standard stock items are available for next day despatch.

When will your order be delivered?

We will always give you a delivery day at the time of ordering so that you know when to expect delivery. In order to secure the delivery time that suits you, please try to contact us with your order as soon as possible. If we receive your order after these cut-off times, the lead-time will be 24 hours longer than stated above. Please note that non-standard or make-to-order items listed in the price list are subject to longer lead times and will be confirmed at the time of order placement.



Order Acknowledgement

We understand how important it is to keep you posted every step of the way. For every new or amended order, a detailed acknowledgement (including an estimated delivery time) will be e-mailed to you within 3 hours of receipt of your order during working hours. In order to avoid any misunderstandings, it's important to check these acknowledgements and, in the case of any discrepancies, contact the number on the order acknowledgement.

Exceptional Demand

We do our best to meet the product demands of all our customers, but now and then - as a result of market conditions - it may become necessary to constrain the supply of product for a short period of time. Should this happen, we will work closely with you to understand your business needs and requirements in order to agree a mutually acceptable delivery date.

Minimum Load Sizes

Although we appreciate all business, for economic reasons the following minimum load sizes are applicable for free deliveries and collections:

Local < 120 km – order value above R1000

Long Distance under 600 km – order value above R10 000

Long Distance over 600 km – transport fee to be quoted

Loads, which can be loaded onto a 5-8 tonne vehicle will be based on volume. If you need a smaller load size to be delivered, please talk to us. Smaller deliveries can be arranged, subject to longer lead times and additional costs.



✖ Changes and Cancellations

Ordered the wrong product?

You may amend your order at any time up to 2 pm on the day prior to despatch. Mistakes happen – what's important is how we correct them, together. If you've ordered a product in error, please [call +2712 703 5530](tel:+27127035530) within 2 days of delivery. Products will be returned at our discretion and will be subject to a 10% handling charge and subject to any costs associated with returning the product. If the goods are in saleable condition, we will be happy to refund you.

How to cancel your order

If you wish to cancel your order, every effort will be made to accommodate your request. However, due to operational requirements and expenses incurred on our side, there will be a charge involved:

Cancellation after loading commencement

R1 000.00 Restocking Charge

Cancellation after loaded vehicle has departed

Full transport cost and a Restocking Charge of R2 000.00



Delivery

Should you have any specific delivery requirements, please contact our customer contact centre or relevant sales representative. Where possible, we will try and accommodate your request. This will be confirmed at the time of order placement.

Standard Delivering Times

Monday - Thursday 08:00 am to 17:00 pm

Friday - 08:00 am to 14:00 pm

If you need a non-standard delivery time, please contact the contact centre or relevant sales representative.

Need to collect?

You are welcome to collect your order from us. If you are collecting from our Ga-Rankuwa warehouse please ensure your orders are sent to the customer contact centre 48 hours prior to collection.

Factory Collection Times

Monday to Friday: 08:00 am to 17:00 pm

Fridays: 08:00 am to 14:00pm

Please ensure that 32 Tonne vehicles arrive on site 2 hours before closing times.

DC (Depot) Collection Times

Monday to Friday: 08:00 am to 16:00 pm

Fridays: 08:00 am to 13:00 pm

Please ensure that 32 Tonne vehicles arrive on site 2 hours before closing times.



Our Packaging

Our Pallets

All UPP products are supplied on a standard returnable brown pallet. In the case of a non-standard pallet being issued, then a refund will be credited for all pallets returned to us after being quality inspected by our manufacturing plant. Pallets will be credited at the original invoiced price. We aim to collect all pallets within 5 working days of notification. Unfortunately, it is not possible for our delivery vehicles to collect pallets at the time of delivering goods.

Note: (Ulnks)

If quantity does not justify it, orders will be delivered without pallets.

Refunds and Returns

Need a Refund?

We do our best to ensure that refunds and returns don't need to happen, but sometimes they do. If you're not happy with your delivery, please make our driver aware of it and ask him to sign next to the discrepancy on the delivery note. We will rectify the situation. If you notice something wrong with your order after delivery, including documentation, please notify us by e-mail or by phone. Please refer orders to www.upap.co.za or [+2712 703 5530](tel:+27127035530). We accept returns of products when they have been wrongly despatched, have been damaged prior to or during delivery, or have quality product issues that need investigating.

Returns

We do our best to collect all product returns within the following time periods:

| | |
|----------------------------|--|
| Local < 120 km | Within 3 working days of notification. |
| Long Distance under 600 km | Within 5 working days of notification. |
| Long Distance over 600 km | Within 6 working days of notification. |