

Service Level Agreement (SLA)

Dura Paints is an ISO 9001-2015 approved Company. A key requirement of ISO 9001-2015 is the setting of service levels to our Customers and the measurement thereof.

Dura Paints has invested in the most advanced colour matching and automatic dispensing/tinting equipment available anywhere in the world. We are able to colour match and automatically dispense both decorative and industrial coatings.

As part of our ISO 9001-2015 requirements all orders must be submitted by the Customer, via e mail to **orders@durapaints.co.za**. Please note processing of orders will only commence from the time Dura Paints receives the official order. No orders may be received verbally; orders may not be sent or handed to Sales Consultants.

Collections: Orders placed before 09:30 will be available for collection by 16h30 the same working day. Orders sent through after 09h30 will be available for collection by 12h00 the following working day. Please check that your order is ready before sending your driver. Tel +2711 452 5221.

Delivery: Orders placed before 15h00 will be delivered by close of business the next working day. Orders placed after 15h00 will be delivered the day after.

Please note that due to cost of transport there is a **minimum invoice value of R1500.00** excluding VAT, for deliveries.

In the event of circumstances beyond our control we are unable to meet the above SLA the Sales Consultant will liaise with the Customer.

Dura Paints working hours are from 07h30 – 17h00 Monday to Thursday, 07h30 – 15h00 on Fridays and 08h00 – 13h00 on Saturdays (limited service).

Customer Name: _____

Signature: _____

Date: _____

