

## Service Level Agreement (SLA)

Dura Paints is an ISO 9001-20015 certified Company. A key requirement of ISO 9001-2015 is the establishment and measurement of Customer Service Levels.

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

**Orders:** All orders are to be submitted by the Customer, via e-mail to orders@durapaints.co.za. Regrettably, orders received via our Sales Representatives and verbal orders cannot be accommodated. Please note processing of orders will only commence from the time Dura Paints receives the official order.

**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. Kindly confirm whether your order is ready before sending your driver for collection. Tel +2711 452 5221. **Collection times:** Monday to Thursday: 07:30 – 16:30 and Fridays 07:30 – 14:30.

**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 there after. All deliveries are subject to a **minimum invoice value of R2000.00** excluding VAT.

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 Head Office hours are from 07h30 – 17h00 Monday to Thursday, 07h30 – 15h00 on Fridays.

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

11 June 2025