



CREDIT APPLICATION & TRADING AGREEMENT

Between: RocQ (Pty) Ltd (Hereinafter referred to as "RocQ")

&

The entity detailed below (Hereinafter referred to as "The Customer")

Business Details	
Registered Company Name	
Company Trading Name	
Company Registration Number	
Company Vat Number	
Business Address	
Building/House Number	
Street Number	
Suburb	
Town/City	
Country	
Post Code	
Owners Details	
Full Name & Surname of Owner	
MP or Practice Number	
ID Number	
Email Address	
Mobile Number	
Accounts Payable Details	
Contact Person Name & Surname	
Position	
Email Address	
Landline Number	
Mobile Number	

RocQ (Pty) Ltd

219 Frederick Drive, Northcliff, Gauteng, 2194

Reg: 2020/429479/07 (t) 082 452 7392 (e) info@rocq.co.za (w) www.rocq.co.za



Agreement Terms & Conditions

This document outlines the terms and conditions upon which credit facilities may be granted by RocQ to the Customer.

Agreement Conditions of Sale

- Outstanding amounts owing to RocQ (Pty) Ltd t/a RocQ (referred to as "RocQ") will be settled on receipt of the invoice.
- The RocQ stock delivered will be seen to be the property of RocQ until full payment is received.
- The Customer Business Owner will allow RocQ to monitor the Product procedures in the Customer and that the protocols are being followed.
- Any damaged stock received is to be reported to RocQ within 24 hours failing which the stock will be assumed to have been received in good order.

Product or packaging complaints

- Any allergic reaction to be reported immediately for investigation.
- Before and after photographs to be accompanied with the email, including all product images, treatment date, and any 3rd party products used.
- Non-compliance of the above-mentioned requirements will prolong the resolution of the complaint.

Advertising / Marketing

- Only material provided or approved by RocQ may be used to market RocQ products.
- Brochures & marketing materials will be provided on request.

Ordering & delivery

- Orders are only accepted in writing via email orders@rocq.co.za, or WhatsApp to: Lindsey Ehrke @ +27 82 452 7392
- If a Customer orders incorrect stock, the Customer needs to notify RocQ within 24hrs. RocQ reserves the right to replace the incorrect stock to the equivalent value and to charge a 20% handling fee.
- Returns will be processed for mechanical faults; batch recalls or broken vials. If a fault is logged after 14 working days, it will be at the discretion of RocQ and a handling fee of 20% may apply.

Payments

- All signed delivery notes will serve as proof of delivery and receipt of goods.
- The outstanding monies owing to RocQ will be settled by the company and/or the Directors of the Customer in their personal capacity.
- All legal fees resulting in the recovery of outstanding monies will be for the account of the Customer.
- Only EFT payments will be accepted or Credit Card with additional charge for fee - no cash payments.
- The invoice number/ Customer name is to be used for all payment references.

Bank Details:	RocQ Pty (Ltd)
Bank:	First National Bank
Branch:	Cresta
Account:	62929618546

The law of the Republic of South Africa shall apply to this contract between RocQ and The Customer.

Customer Agree to RocQ Terms & Conditions

Signed at:					
Day		Month		Year	

Signature:

RocQ (Pty) Ltd

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