

TERMS AND CONDITIONS

PAYMENT TERMS:

Installation fees, pro-rata connectivity fees and once off ad hoc charges are on COD account and to be paid by EFT into the banking details provided on the bottom of the invoice.

Please use your unique Customer Code as a payment reference.

Full payment of monthly connectivity fees is due on the 1st of the month for the month in advance.

Debit order payments will be loaded on the 1st of the month. If falls on a weekend or public holiday a SMS will be sent out to advise of the payment date, please ensure there are sufficient funds in your account.

Unsuccessful debit orders and accounts in arrears will automatically be suspended and a R149.00 ex.vat reconnection fee will be charged.

Account will only be reactivated once settled in full.

Proof of payment is to be sent to accounts@nexus-net.co.za

CUSTOMER'S CONTACT DETAILS:

All communication is done by email and SMS therefore it is our customers responsibilities to ensure their details are up to date at all times.

Please send any amendments to accounts@nexus-net.co.za

CANCELLATIONS:

A calendar months' notice is required to terminate all services.

All promotional contracts and 2-year contracts – hardware belongs to Nexus Net therefore a technician will arrange for all the hardware to be collected timeously, failing to do so will result in the cost of the equipment being recovered.

Cancellation of a 2-year contract within the 2-year period will result in the following:

Within first year – full installation fee will be charged

Within second year – 50% of the installation fee will be charged

WANT TO GET IN TOUCH:

Compliments and complaints:

Managing Director - Michael Simpson: sales@nexus-net.co.za

Account queries: accounts@nexus-net.co.za

Sales: sales@nexus-net.co.za

Technical Support: Call 087 230 0103 (Mon-Fri 8am-5pm)

Email support@nexus-net.co.za (After Hours and Weekends)