



Service Fee Terms and Conditions

Terms for value-added special order sourcing, product research, supplier communication, comparison and recommendation fees.

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Important: These terms are drafted for operational protection and client clarity. They should be reviewed by a South African attorney before final legal adoption.

1. Purpose of the Service Fee

These Service Fee Terms apply when a client asks TruePath to perform special order sourcing, product research, comparison, supplier communication, quotation preparation, recommendation or related administrative work outside a normal business supply order.

The service fee is a labour and professional-time fee. It is charged for the value-added work TruePath performs to understand the request, research options, communicate with suppliers, compare information, prepare recommendations and support the client in making a purchasing decision.

The service fee is not a product fee, deposit on stock, delivery fee, warranty fee, supplier credit, or prepayment for goods. Any later product order will be handled under TruePath's General Terms and Conditions and Quotation and Estimate Terms.

2. Service Fees

TruePath may charge a service fee before work commences. The current standard service references are SER-001 - Special Order Sourcing Fee at R750 and SER-002 - Special Order Sourcing Project Fee at R1,500, unless a different fee is quoted in writing.

The service fee covers professional labour, time and administration. This may include consultation, requirement clarification, supplier follow-up, product or solution research, comparison work, quote preparation, recommendation work and related internal administration.

The service fee is payable before service work begins unless TruePath agrees otherwise in writing.

3. Service Fee Treatment

Because the service fee is charged for labour and professional time, it is earned as the work is performed and is separate from any later product purchase.



Once TruePath has commenced work, the service fee is non-refundable, except where applicable law requires otherwise or TruePath expressly approves a different outcome in writing.

If TruePath chooses to offer a discretionary credit against a later order, that credit must be confirmed in writing and will apply only on the terms stated by TruePath. A discretionary credit does not change the nature of the fee as a labour/service fee.

4. When Work Is Deemed to Have Commenced

Work is deemed to have commenced once TruePath has started any meaningful work on the request, including consultation, supplier contact, availability checks, comparison work, technical review, pricing requests, internal research, quote preparation or written recommendation.

Once work has commenced, the service fee is non-refundable, except where applicable law requires otherwise or TruePath expressly approves a different outcome in writing.

If the client pauses, cancels, changes direction or chooses not to proceed after work has commenced, TruePath may close the engagement and retain the service fee for work already commenced or completed.

5. Scope of Service Work

Unless otherwise agreed in writing, TruePath's special order sourcing work may include gathering requirements, reviewing the client's needs, identifying suitable options, requesting supplier pricing, comparing supplier availability, preparing a recommendation, and issuing a quotation.

The engagement does not include unlimited revisions, complex project management, site audits, system design, installation, implementation, data migration, legal review, finance approval, tender submissions, import management or after-hours work unless specifically quoted.

Additional work outside the original scope may be quoted separately or charged at TruePath's applicable rates.

6. Client Responsibilities

The client must provide complete and accurate requirements, intended use, budget range, deadlines, compatibility constraints, current environment details, preferred brands, user counts and any non-negotiable specifications.

TruePath may rely on the information supplied by the client. TruePath is not responsible for unsuitable recommendations, delays, additional costs or incorrect work caused by incomplete, inaccurate or late information from the client.

The client must review each recommendation and quotation carefully before approval.

7. Recommendations and Supplier Dependence

TruePath will use reasonable skill and care when preparing product recommendations, but recommendations depend on supplier information, published specifications, availability, warranty terms, pricing and lead times available at the time.



TruePath does not guarantee that a supplier will maintain pricing, hold stock, meet an estimated lead time, approve a quote, provide a specific item, or accept a future order unless the supplier has confirmed the relevant outcome and any conditions have been met.

The client acknowledges that similar options may differ in compatibility, warranty cover, availability, quality, lead time and supplier terms.

8. Client Bypass and Fair Use

Where TruePath has performed special order sourcing work, the client agrees not to use TruePath's supplier information, recommendation pack, pricing comparisons or sourced options to bypass TruePath and place the same or substantially similar order directly with the supplier for the purpose of avoiding the engagement or order process.

If the client elects to purchase elsewhere after receiving TruePath's special order sourcing work, the engagement fee remains payable and non-refundable once work has commenced.

This clause does not prevent the client from making an independent purchasing decision, but it protects the professional sourcing work completed by TruePath.

9. Relationship to Product Orders

This document governs the service fee only. It does not govern product delivery, product returns, supplier credits, product warranties, replacement products, account credits for returned goods, or payment terms for goods.

If the client later accepts a quotation and purchases products or solutions through TruePath, that product order will be governed by the accepted quotation, TruePath's Quotation and Estimate Terms, TruePath's General Terms and Conditions, and any supplier or manufacturer terms that apply.

Any product-related issue, including stock availability, delivery method, inspection, shortage, cancellation, return, warranty assessment, supplier credit, replacement product or account credit, must be handled under the product-facing terms and not under this service-fee document.

10. No Guarantee of Outcome

TruePath's obligation is to perform the special order sourcing service with reasonable skill and care. TruePath does not guarantee that the client will choose an option, that the market will contain a perfect product, that pricing will fall within the client's preferred budget, or that every supplier will respond within the required timeframe.

Where the market does not provide a suitable option, TruePath may provide the closest available alternatives, recommend waiting, propose a revised specification, or close the engagement once the agreed sourcing work has been completed.



11. Limitation of Liability

To the fullest extent permitted by law, TruePath will not be liable for indirect, special, incidental, punitive or consequential loss arising from client purchasing decisions, supplier delays, market availability, product changes, third-party platform changes, client-approved specifications or supplier errors.

TruePath's maximum liability for a service-fee engagement is limited to the service fee paid for the specific engagement giving rise to the claim, except where liability cannot legally be limited.

12. Confidentiality and Use of Information

TruePath may receive client information, business requirements, budgets, user counts and technical details during the special order sourcing process. TruePath will use this information for the purpose of providing business supply, quotation and support services.

The client agrees that TruePath may share relevant information with suppliers, distributors, manufacturers and service partners where necessary to research, source, quote or support the requested solution.

13. Termination or Closure of Engagement

TruePath may close a special order sourcing engagement if the client does not respond, does not provide required information, changes scope repeatedly, does not pay the required fee, rejects all reasonable options, or places the order elsewhere after TruePath has completed the agreed sourcing work.

Closure of the engagement does not affect TruePath's right to retain fees for work already commenced or completed.

Service Fee Summary

Area	TruePath Position
SER-001	Special Order Sourcing Fee - R750 unless updated by written quote.
SER-002	Special Order Sourcing Project Fee - R1,500 unless updated by written quote.
Nature of Fee	Labour and professional-time fee for research, sourcing, comparison, supplier communication, quote preparation and recommendation work.
Not a Product Fee	Not a stock deposit, product prepayment, delivery fee, warranty fee, supplier credit or payment for goods.
Refund Position	Service fees are non-refundable once work has commenced, except where applicable law requires otherwise or TruePath confirms otherwise in writing.