



Terms and Condition- Approved Installer

These voluntary Terms and Conditions aim to promote best practice measures and activities for water treatment and distribution installations. These Terms and Conditions are for Greenchain Group installers that want to demonstrate the commitment they have to promoting responsible activity and development in the water treatment and distribution sector. Please note that the Terms and Conditions will not replace existing legislation, policy or regulations, but will support the increased accountability within the water treatment and distribution industry.

The approval of installers for Greenchain Group's systems has been developed to address issues arising during the installation and design of small-scale water treatment and distribution systems for residential and small business consumers. The Terms and Conditions outlined here applies to any water treatment and distribution installation company that registers to be part of the Greenchain Group Approved Installer program database, as well as system owners who use installation companies on this database.

Code of Conduct

The Greenchain Group Approved Installer program deals with matters relating to the installation of water treatment and distribution to maintain a standard that will benefit both consumers and the industry.

The Greenchain Group Approved Installer program has been developed to improve the relationship between consumers and water treatment and distribution installers and to ensure the industry is suitably regulated.

The Greenchain Group Approved Installer program is an industry-regulated initiative aimed to provide system owners with confidence that water treatment and distribution system will act in compliance with national policies, regulations and standards and to conduct business in a professional and ethical manner.

The Installation Company Database connects the responsibility of the installation company with the obligations of registered installers, to ensure that installation companies are fully accountable for the actions of any subcontracted parties.

The Greenchain Group Approved Installer aims to address issues that may impact on the reputation of the water treatment and distribution industry which include but are not limited to:

- Misleading claims given to system owners regarding the performance of their water treatment and distribution system and future water bills.
- The installation company not taking responsibility for the water treatment and distribution system including component warranties and workmanship.
- Low quality and unsafe installation work.
- The installation company not taking responsibility for subcontracted parties.
- Misleading claims given to the system owners regarding the produced water quality designed for.

Acceptance Criteria

You must agree to operate your business within a specific target market (area) and have a location/office where you receive customers.

Each application will be individually assessed, with the minimum acceptance criteria for approval being:

Registration Number 2018/271431/07
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Somerset West 7130



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- Passing the Greenchain Group Approved Installer assessment based on the information provided.
- Demonstrate compliance with National Regulation, relevant standards and other related regulations for water treatment and distribution systems.

Additional Requirements

Approved Installers are required to present the supplied Greenchain Group Badge on their company website (with an added link to Greenchain Group's homepage <https://www.greenchaingroup.com>). The logo and badge can be used elsewhere, with prior approval, and remain the intellectual property of Greenchain Group and legal action may be taken regarding its misuse.

Greenchain Group is allowed to display the Approved Installer's company information (limited to contact details, address, logo and website) on our website and social media. The display of this information is subject to prior written consent of the listed Approved Company.

Fees and Discounts

The registration and approval are free, and no annual subscriptions or registration fees are payable. We reserve the right to introduce fees if needed (requiring a new Terms and Conditions document to be signed).

An Approved Installer is entitled to a discount structure, which is based on a sliding scale up to a maximum of 15%, on the purchased filtration system from Greenchain Group. The sliding scale is as follows:

Number of orders per month per approved installer	Discount receivable
1 to 5	5%
5 to 10	10%
10 +	15%

Any changes in the fees and discount structure will be communicated to the Approved Installer by Greenchain Group in a timely manner (10 business days) prior to implementation.

General Terms and Conditions

By accepting these General Terms and Conditions the Approved Installation Company agrees to be subject to and to honour the code of conduct herein.

The Approved Installation Company agrees to abide by all current regulations and to keep itself updated with such regulations through continuous education and research.

Approved Installation Companies are referred to and are legally obliged to comply with the applicable statutory installation and quality standards and guidelines and will be committed to and remain liable for the quality and safety of their installations.

The accuracy and correctness of the Greenchain Group Approved Installer is no guaranteed attribute of Greenchain Group's service, but is issued according to the information presented to us by the Approved Installation Company.

A Greenchain Group Approved Installer is no replacement for legal applicable standards, safety measures and product guarantees.

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Approved Installation Companies are responsible to maintain the correct information contained on the Greenchain Group database.

The Approved Installation Company will be liable for the compliant and safe installation, maintenance and execution of any projects to which the Greenchain Group Approved Installer applies and remove Greenchain Group, its officials, members and associated entities from any liability whatsoever.

The parties agree that the law of the Republic of South Africa would apply to these General Terms and Conditions.

Approved Installation Companies are also informed to ensure that upon quoting and design, proper communication exists between it and its clients to ensure that once systems are operational the client's full expectations are met and that warranties will be honoured.

Approved Installation Companies cannot sign off on systems installed by any other person or entity.

All water treatment and distribution systems must be fully compliant and duly registered with the applicable utilities (municipalities, water and sanitation, etc.), any by-laws or regulations in this regard must be complied with, which will include the licensing of systems (if applicable).

System Owner Disputes

Greenchain Group will investigate all reported breaches of the Terms and Conditions but will not resolve a dispute between the Approved Installation Company and the system owner itself. System Owners who wish to make a complaint against an Approved Installation Company should first contact the installation company directly.

Upon completion of the installation, the system owner is required to accept the issued certificate of completion.

If the system owner is not satisfied with the installation done by the Approved Installer, the system owner has the right and responsibility to lodge a complaint with Greenchain Group by voiding the issued certificate of completion. Greenchain Group need to be informed of a complaint from a client who is in possession of a certificate of completion and will require written details of the complaint from the client.

Greenchain Group would then do a preliminary assessment to understand the basis of non-acceptance.

Should there be a warranted complaint with the installation, Greenchain Group will arrange for another Approved Installer or work with the client and installer to inspect the installation and verify the compliant.

Should it be found that the certificate of completion for the system should not have been issued, it is expected that the Approved Installer will do all things necessary including the replacement or addition of equipment to comply with the client's expectations. The Approved Installer will bear the cost of the investigation and report.

Greenchain Group, will however, in each instance of a complaint that does not warrant a void, report thereon to the client that the system was found to indeed be compliant and that the certificate of completion was duly issued. The system owner will then bear the cost of the investigation and report.

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Should an Approved Installer at any time have had three voids issued to systems for which it is responsible within a period of 12 months and has not corrected the installation as per instruction, the registration of the Installer will be withdrawn and the General Terms and Conditions will be terminated.

Greenchain Group may keep a list on its database, accessible on its public website, of former Approved Installers and of the occurrences of voids.

Deregistration or Termination of Registration

Greenchain Group may in its own discretion deregister an Approved Installer. The reasons may include but are not limited to fraudulent use of the Greenchain Group Approved Installer program, false statements contained on applications and complaints by clients which has the possibility to put the Greenchain Group Approved Installer program into disrepute.

An Approved Installer may deregister from our database at any time. Send a deregistration email to info@greenchaingroup.com

Approved Installer Name

Approved Installer Signature

Witness Name

Witness Signature

Greenchain Group Representative

Greenchain Group Signature

Date