

Terms & Conditions

GREAT AFRICA COAL & MINERALS (PTY) LTD

1. Introduction

These Terms and Conditions govern the use of services and business transactions conducted with GREAT AFRICA COAL & MINERALS (PTY) LTD, a company engaged in mining, energy, and commodities trading, including coal, gold, iron ore, manganese, copper cathode, crude oil, and refined petroleum products.

By engaging with our services, clients agree to comply with these Terms and Conditions.

2. Products and Services

GREAT AFRICA COAL & MINERALS (PTY) LTD supplies and trades various mineral and energy commodities. All product specifications, quantities, and delivery terms will be outlined in the official Sales Agreement or Purchase Contract agreed upon by both parties.

3. Orders and Payments

All orders are subject to confirmation through a signed agreement, purchase order, or advance payment.

Payment terms, pricing, and delivery schedules will be specified in the relevant contract. Failure to meet payment obligations may result in suspension or cancellation of the transaction.

4. Delivery and Logistics

Delivery timelines are subject to logistics availability, production schedules, and regulatory requirements. While we strive to meet agreed timelines, delays may occur due to circumstances beyond our control.

5. Compliance and Regulations

All transactions must comply with South African laws, international trade regulations, and industry standards governing the export and import of mineral and energy commodities.

Clients are responsible for ensuring compliance with regulations applicable in their respective countries.

6. Limitation of Liability

GREAT AFRICA COAL & MINERALS (PTY) LTD shall not be held liable for any indirect or consequential losses arising from delays, supply interruptions, or external factors affecting delivery or production.

7. Force Majeure

The company shall not be responsible for failure or delay in performance caused by events beyond reasonable control, including natural disasters, government actions, transport disruptions, political instability, or other unforeseen circumstances.

8. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Delivery Policy

GREAT AFRICA COAL & MINERALS (PTY) LTD

1. Delivery and Logistics

GREAT AFRICA COAL & MINERALS (PTY) LTD provides delivery and logistics services for the transportation of mineral and energy commodities including coal, gold, iron ore, manganese, copper cathode, crude oil, and refined petroleum products.

Delivery arrangements are agreed upon in the Sales Agreement or Purchase Contract between the company and the client.

2. Delivery Terms

All deliveries are subject to agreed international trade terms (Incoterms) such as FOB, CIF, or EXW, depending on the contract.

Delivery timelines depend on:

Product availability

Production schedules

Transport and shipping arrangements

Regulatory and customs clearance requirements

3. Shipping and Transportation

The company works with reliable logistics partners, transport companies, and shipping agents to ensure safe and efficient delivery of commodities to local and international destinations.

4. Delays

While GREAT AFRICA COAL & MINERALS (PTY) LTD strives to meet delivery timelines, delays may occur due to circumstances beyond our control, including transport disruptions, port congestion, or regulatory processes.

Governing Law

GREAT AFRICA COAL & MINERALS (PTY) LTD

All business transactions, agreements, and disputes involving GREAT AFRICA COAL & MINERALS (PTY) LTD shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Any disputes arising from business dealings, contracts, or services shall be resolved through negotiation between the parties. If a resolution cannot be reached, the matter may be referred to the competent courts of South Africa.

Privacy Policy

GREAT AFRICA COAL & MINERALS (PTY) LTD

1. Introduction

GREAT AFRICA COAL & MINERALS (PTY) LTD is committed to protecting the privacy and confidentiality of all client and business partner information. This Privacy Policy explains how we collect, use, and protect personal and business information obtained through our website and business operations.

2. Information We Collect

We may collect the following information from clients and partners:

Full name and company name

Contact details (email address and phone number)

Business address

Transaction and contract information

Any other information voluntarily provided when contacting our company

3. How We Use Client Information

The information collected from clients may be used for the following purposes:

To respond to inquiries and provide requested services

To process business transactions and contracts

To communicate important updates regarding orders, deliveries, or services

To improve our services and business operations

To comply with legal, regulatory, and compliance requirements

Client information will only be used for legitimate business purposes related to the services provided by GREAT AFRICA COAL & MINERALS (PTY) LTD.

4. Protection of Information

We take appropriate technical and administrative measures to protect client information from unauthorized access, disclosure, or misuse. Only authorized personnel have access to sensitive information.

5. Information Sharing

GREAT AFRICA COAL & MINERALS (PTY) LTD does not sell, rent, or trade client information. Information may only be shared when necessary with:

Logistics and shipping partners

Regulatory or government authorities when required by law

Professional advisors involved in transactions

6. Client Rights

Clients have the right to request access to their personal information and request corrections where necessary.

7. Policy Updates

This Privacy Policy may be updated from time to time to reflect changes in regulations or company practices.

Refund & Cancellation Policy

GREAT AFRICA COAL & MINERALS (PTY) LTD

1. Order Confirmation

All orders become binding once a Sales Agreement, Purchase Order, or advance payment has been confirmed by both parties.

2. Cancellation

Orders may be cancelled before a contract is signed without penalty.

Once a contract has been signed or payment has been made, cancellations must be submitted in writing and may be subject to administrative, procurement, or logistics costs already incurred.

GREAT AFRICA COAL & MINERALS (PTY) LTD reserves the right to cancel orders in cases of non-payment, regulatory restrictions, or suspected fraudulent activities.

3. Refunds

Deposits or advance payments may be non-refundable if sourcing, production, or logistics processes have already begun.

Refunds may be issued where:

The company is unable to supply the agreed product.

The product does not meet agreed specifications.

Both parties mutually agree to cancel the transaction.

Approved refunds will be processed within 14–30 business days.

4. Force Majeure

The company will not be held liable for delays or cancellations caused by events beyond its control, including natural disasters, government restrictions, transport disruptions, or political instability.