

Terms & Conditions

1 Proceeding

1 Phase: "Warm up"

CITRA will provide the client with an approximate First Quotation within two weeks. This service is for free.

2 Phase: Design

Based on the First Quotation, the client is invited to discuss with CITRA and decide whether she/he wants to continue with CITRA to specify plans and options. If CITRA and the client mutually agree on a future cooperation, CITRA will present a Letter of Intent (LOI) with regard to the design process. The result of the design process is a set of drawings and a detailed cost estimation for the project with the level of detail required for plan submission to the municipality. For the Design Phase a fixed fee is charged (50,000 ZAR excl. VAT).

3 Phase: Building

If the client wants to proceed with the project after the Design Phase (2), a Building Contract is signed. The building process follows the standard route.

2 Agreement

The present online version of the Terms and Conditions is abridged. The legally valid Standard Terms and Conditions (paper version) will form an integral part of the LOI and Building Contract; individual arrangements outlined in the LOI or Building Contract will supersede Standard Terms and Conditions.

3 Project Location

CITRA's offer is limited to South Africa. The First Quotation is preliminary and therefore is subject to change depending on the client's site conditions and building rates at the time a formal order is placed by the client. All construction sites shall be inspected and approved by an engineer appointed by CITRA in the Design Phase (2).

4 Design

Citra reserves the right to amend the design at any point during Phase 1, 2 or 3 should it deem necessary. However, the adjustments shall not impact on the client's specifications of living space and finishes, which shall be guaranteed by Citra.

5 Quality

CITRA as main contractor obliges itself to state-of-the-art execution of all works. It shall secure warranties from suppliers and sub-contractors and ensure adequate quality control at all stages of execution of works.

6 Time Frame

Process planning and schedule is specific to the individual project and mutually agreed upon by the two parties for Phase 2 and 3. Delivery and performance times quoted are estimates and are not binding on CITRA.

7 Quotation

The First Quotation (based on online form filled in by client) is preliminary, with accuracy of +/- 20%, and therefore is subject to change depending on the client's site conditions and building rates at the time the formal order is received from the client. All quotations will remain valid for a period of 30 days from the date of the quotation, or until the date of issues of any new price list.

8 Governing Law and Regulations

CITRA and the client shall comply with any South African regulations, laws and bylaws of any local authority and/or any public service company, or authority relating to the construction works.