



# MOUNAX

## METERING SERVICES

### Terms and Conditions

#### **1. About this contract**

This contract is between Mounax Metering Services (Pty) Ltd, registration number 2016/187868/07 (we/us) and the owner of the property where the meter is installed (you).

#### **2. Services:**

We are a vendor of prepaid electricity sub-meters and a provider of prepaid metering services, this including, collecting prepaid electricity payments from tenants and paying you the collected amounts, minus our service fees. We generate tokens for prepaid electricity meters. We provide transaction and usage data and reports for your meters. We offer support via telephone, WhatsApp, and email.

#### **3. Our Responsibility**

We provide a 12-month warranty for meters with factory damage. We are not liable for any other losses, damages, costs, or expenses related to this contract, except where we expressly assume responsibility. We are not liable for costs, losses, or damages related to, use or access to the services by you or tenants. We are not liable for faults in meters outside our system, meter tempering, incorrect tariffs set for your meter, circumstances beyond our control, service interruptions from utility or third-party providers. You indemnify us against all losses, damages, costs and expenses arising from, your negligence, non-compliance with laws and regulations, failure to fulfil responsibilities under this contract and illegal or fraudulent acts. We do not provide any warranties except those specified in this agreement. We do not guarantee uninterrupted or error free service.

#### **4. Your Responsibility**

To use our services, you must purchase, install, and register a prepaid electricity meter with us. Ensure an electrician installs the electricity meter and obtain a certificate of compliance with all regulations. Do not tamper with the meter, as this voids the warranty. Provide us with the property's electricity tariff and ensure annual tariff changes are implemented. Ensure monthly collections settle utility providers. Install Mounax Prepaid meters downstream from Eskom or Council meters only.

#### **5. Duration of this Contract**

This contract begins upon meter registration and continues indefinitely, but either party can terminate it with 30 days' written notice. Some clauses will remain in effect if they anticipate rights or duties beyond the contract's end. Upon termination, you may request key change tokens to switch to another prepaid metering system supplier, and this will be at a cost charged to you.

#### **6. Payment and Fees**

We will pay you the amount received for token sales for your meter(s) during the preceding month by the last business day, less our service fee and any other amounts you owe us. Management tokens are free, but we charge a fee per meter for key change tokens, which allow you to switch service providers.