**TECHNICAL SUPPORT, SERVICING AND REPAIRS of our Machine’s**

**Glenpak will always offer 100% commitment and a full range of services for all our machines. That is our standard.**

**We see ourselves as a one-stop packaging machine supplier offering a whole range of products and services.**

**You will benefit from our service throughout the entire operating life of your Glenpak machine. Whenever you need us, we will be there, in person, with you on site. Another option is your machines can be sent to our premises for a pre-quote and then repairs.**

**We would like to be the partner who offers more than just machines. Reliable machines, advanced technologies, expert advice, and training, accompanied by a range of services that leaves nothing to be desired. Our on-site service endeavors to be quick and reliable. We carry all required tools and spare parts for our machines. Service packages for inspection, maintenance, and full service are available on request. Let our service’s give you peace of mind.**

**We react quickly and keep all required spare parts and tools in stock. Our technician has an excellent level of training and knows the machines that you use inside out. And no matter your needs and requirements, we will support you – from advice over the phone to training opportunities.**

**However, we cannot guarantee that our spares will be compatible with non Glenpak Machines. We are happy to assist in servicing and repairing non Glenpak Machines, but cannot guarantee them. Just like you, we also assume that Glenpak’ machines will have a long life. Accordingly, we plan to stock all original spare parts for a very long time. This means that you have the reassurance that a required spare part is always available. If we do not have the spare parts in stock, it will take 3-4 months to import. From our main warehouse in Johannesburg to you, every spare part will arrive in the shortest possible time.**

**Every machine gets a 6-month Guarantee, excluding wear and tear, machine abuse and power surges caused by load shedding or non-approved Electrical COC buildings.**

 **DISCLAIMER**

 **Prices are subject to change, anytime, due to Exchange Rate Fluctuations and Shipping costs.**

 **This is at the sole discretion of Glenpak.**

All prices are subject to change without prior notice due to currency fluctuation, fuel prices, and/or unforeseen economic circumstances.

Prices on ALL Imported products are only valid for 6 months from the date of the written Quotation or while Stock lasts.

Prices provided by way of a Quotation, Price List or eCommerce Internet prices are subject to change, to the prices in effect at the time of delivery. The Seller reserves the right to make any corrections to prices quoted due to clerical errors or errors of omission. In the event of any specific requirements (including without limitation any design, specification, ordered quantity, currency exchange or shipment changes) representing a price increase, Buyer will be notified and afforded an opportunity to confirm or decline the purchase.

Glenpak reserves the right, in its sole discretion, to change prices or discounts applicable to the Products. Glenpak shall give written notice to Customers of any price change at least 30 days prior to the effective date thereof, when this is possible but on some occasions this timeline may be 14 days. The current price of the Customer’s orders before the Increase Notice shall remain applicable to all orders received by Glenpak and delivered before the increase date. All orders not delivered before the Increase date will be cancelled or the new increased price will apply.

 **DELIVERY TIME SCHEDULE OF IMPORTED PRODUCTS**

Glenpak imports products throughout the year. Products that are out of stock will take 3 – 4 months to arrive in South Africa, once ordered. A Special express delivery change at a cost can be used for urgent machinery or products that need to arrive sooner. Please contact Glenpak Sales representatives for more information.

