

Dear Valued Synergistec Client,

March 18, 2024

Subject: Transport of Goods

We hope this letter finds you well. At Synergistec, it is our utmost priority to ensure that your experience with us is seamless and satisfactory. We value your trust in our services and strive to continually enhance the quality of our offerings to meet your needs.

One of the integral aspects of our service is the transport of goods. We understand the importance of timely and secure transportation, and we are committed to facilitating this process for you. As per your request, all products will be transported in accordance with your preferences. Our warehouse team ensures that items are packed correctly to the best of our ability, safeguarding them during transit.

As an added convenience, we provide transport as an additional service, utilizing our transport account to assist in ensuring a smooth transaction. However, it has come to our attention that there may be some confusion regarding the extent of our coverage during transportation.

We want to clarify that while we make every effort to ensure the safe delivery of your goods, transport is undertaken at the client's risk. This means that once the products are in transit, any potential loss or damage is not covered by our company. Our Goods in Transit (GIT) insurance only applies to the transportation between our warehouse in KZN and our JHB depot.

We understand the importance of peace of mind when it comes to your valuable cargo. Therefore, should you wish to obtain GIT insurance for your shipments, we encourage you to reach out to your local transport company to obtain a quote. This additional coverage can provide you with the assurance you need for your goods in transit.

Despite this clarification, please rest assured that we remain fully dedicated to accommodating your transport arrangements to the best of our ability. Your satisfaction is our priority, and we are here to address any concerns or queries you may have regarding transportation or any other aspect of our services.

Thank you for choosing Synergistec as your trusted partner. We look forward to continuing to serve you with excellence.

Warm regards,

KSmuts

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