



TOP CONCIERGE

CLIENT SERVICES & TERMS

Reg No: 2026/223782/07
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Document: Terms & Conditions v1.0

STANDARD TERMS AND CONDITIONS

Welcome to **Top Concierge**. By engaging our services or purchasing hardware and equipment from us, you agree to comply with and be bound by the following Terms and Conditions governing our commercial operations.

1. Service Non-Refundability

All service engagements, labor, consultations, and concierge work are subject to a strict **NON-REFUNDABLE** condition upon commitment.

2. Hardware Pricing & Fees

All hardware products are supplied directly at original cost plus a standardized **5% Handling Fee**.

Hardware Warranty & Repair Guarantee

If any hardware supplied by Top Concierge fails or develops a fault within its valid warranty and guarantee range, it will be **repaired or replaced entirely at Top Concierge expense**.

1. SERVICE TERMS & CONDITIONS

Top Concierge provides customized service and support solutions according to agreed client specifications:

- **Non-Refundable Condition:** Due to immediate operational scheduling and resource commitment, all fees for services rendered are strictly non-refundable once work has commenced.
- **Service Execution:** Timescales and deliverables provided by Top Concierge are estimated in good faith and executed with professional care.

2. HARDWARE PROCUREMENT & WARRANTY POLICY

Hardware procurement provided by Top Concierge operates under clear fee and coverage terms:

- **Cost + 5% Handling Fee:** Hardware items are billed at cost price with an added 5% administrative and logistics handling charge.
- **Warranty Coverage:** Products that encounter faults within their designated warranty and guarantee timeframe qualify for repair or replacement handled fully at Top Concierge expense.
- **Exclusions:** Warranty coverage does not apply to damage caused by physical misuse, unauthorized tampering, power surges, or natural wear and tear.

3. BUSINESS INFORMATION & SUPPORT CONTACTS

For any queries, service inquiries, or warranty support claims under these terms, please contact us directly:

EMAIL CONTACT
Info@topconcierge.co.za

PHONE / WHATSAPP
067 545 0245

COMPANY REGISTRATION
2026/223782/07

