



Terms and Conditions

Welcome to Megastone Limited. We are committed to delivering high-quality concrete products and exceptional customer service. These Terms and Conditions govern all quotations, orders, sales, deliveries, and services provided by Megastone Limited. By placing an order with us, you acknowledge and agree to the following terms.

1. Order Placement.

Orders may be placed through our website, sales representatives, or directly at our offices. To ensure accuracy, customers are encouraged to carefully review and confirm all specifications, quantities, colors, and product selections before placing an order.

Megastone Limited shall not be responsible for shortages or excess quantities resulting from customer estimates or measurements.

2. Quotations and Pricing.

All quotations are valid for the period specified in the quotation document unless otherwise stated. Prices are subject to change without prior notice due to fluctuations in raw material costs, transportation expenses, taxes, or other market conditions. However, confirmed orders with approved payments will be honored at the agreed price.

3. Production and Order Changes.

Once production has commenced, orders cannot be canceled or refunded. However, order modifications may be allowed where possible. Any modification request made after production has started will require the customer to accept and pay for all items that have already been produced or are in production line at the time of the request. Customers are encouraged to carefully verify all order details prior to confirming production.

Any special or customized products manufactured according to customer specifications are non-refundable and non-returnable except in cases of verified manufacturing defects.

4. Payment Terms.

Unless otherwise agreed in writing, full payment must be received before products are released for delivery or collection. Megastone Limited reserves the right to suspend production, delivery, or release of goods until all outstanding payments have been settled. Accepted payment methods include; Cash, Bank transfers, Mobile money, and other approved payment channels.

Ownership of all products supplied by Megastone Limited shall remain with the company until full payment has been received.

5. Shipping date, Delivery and Collection.

The shipping or delivery date provided at the time of order is an estimated/expected date only and is subject to change. The confirmed delivery date will be communicated once the products are in stock or production has been completed.

Delivery schedules may be affected by factors beyond our reasonable control, including but not limited to weather conditions, road accessibility, government restrictions, supplier delays, transportation disruptions, or other unforeseen circumstances.

Customers are responsible for ensuring:

- (a) Safe and adequate access to the delivery site.
- (b) Availability of personnel to receive the goods.
- (c) A suitable unloading area.

Megastone Limited may use its own trucks and delivery vehicles for transportation and delivery of products. In circumstances where Megastone Limited's vehicles are unavailable, insufficient, or otherwise unable to facilitate delivery, the Company reserves the right to engage third-party transporters or hire vehicles from external transport providers to complete the delivery.

Megastone Limited shall not be liable for delays resulting from circumstances beyond its reasonable control, including delays caused by third-party transporters engaged for delivery purposes. Any revised delivery date communicated to the customer shall supersede any previously provided estimated delivery date.

Megastone Limited

Plot No. **113**, Block **2BS** Ihumwa, Dodoma

TIN: 144-280-490

Phone: +255 766 258 507

Email: info@megastone.tz / Website: www.megastone.tz

Instagram: [@megastone.ltd](https://www.instagram.com/megastone.ltd)

6. Product Inspection.

Customers are encouraged to inspect all products upon delivery or collection. Any visible damages, shortage or incorrect products must be reported to Megastone Limited within **24 hours** of receipt with supporting pictures/videos and witnessed by Megastone Representative. Claims submitted after this period may not be accepted.

7. Returns and Replacements.

We stand behind the quality of our products. Returns or replacements will be considered only where products:

- (a) Have a verified manufacturing defect;
- (b) Differ materially from the confirmed order; or
- (c) Were supplied incorrectly by Megastone Limited.

To qualify for return or replacement, products must remain unused, uninstalled, and in their original condition. Products ordered in excess of actual project requirements cannot be returned or refunded.

8. Installation Responsibility.

Proper installation is essential to achieving the best performance and appearance of Megastone products. Megastone Limited is not responsible for damage, defects, or performance issues arising from improper installation, inadequate site preparation, structural movement, or failure to follow recommended installation practices.

Customers are advised to engage qualified and experienced installers. Megastone Limited may recommend qualified installers upon request, however these installers operate independently. Megastone Limited shall not be responsible for any workmanship, delays, defects, losses or damages arising from their services. The customer shall enter into separate agreements directly with the installers.

9. Product Variations.

As our products are manufactured using natural materials and industrial production processes, minor variations in color, texture, dimensions, and finish may occur. Such variations are considered normal and do not constitute defects.

10. Pallets and Packaging.

Pallets supplied with products remain the property of **Megastone Limited** unless otherwise agreed in writing. To ensure smooth and uninterrupted deliveries, customers are kindly requested to prepare their sites in advance so that delivered materials can be offloaded and stacked promptly, minimizing the time pallets remain on site.

All pallets must be returned **before the third delivery** and no later than **three (3) days from the date of the first delivery**, whichever comes first. If pallets are not returned within this period, Megastone Limited reserves the right to suspend further deliveries until the pallets are returned. A charge of **TZS 2,000 per pallet per day** will apply for any pallets retained beyond the permitted period. These charges will continue to accrue until the pallets are returned to Megastone Limited in acceptable condition.

Please note that the **third delivery will not be dispatched if pallets from previous deliveries have not been returned.**

We appreciate your cooperation in helping us maintain efficient delivery operations and ensure the continued availability of pallets for all customers.

11. Limitation of Liability.

To the fullest extent permitted by law, Megastone Limited's liability shall be limited to the replacement, repair, or refund of defective products supplied by the company. Megastone Limited shall not be liable for indirect, consequential, incidental, or project-related losses, including delays, loss of profits, or additional construction costs.

12. Force Majeure.

Megastone Limited shall not be liable for delays or failure to perform obligations caused by circumstances beyond its reasonable control, including but not limited to natural disasters, strikes, transportation disruptions, government actions, pandemics, or utility failures.

13. Governing Law.

These Terms and Conditions shall be governed and interpreted in accordance with the laws of the United Republic of Tanzania. Any disputes arising from these Terms shall first be resolved through amicable discussions. Where resolution cannot be achieved, disputes shall be submitted to the competent courts of Tanzania.

Our Commitment. At Megastone Limited, we are dedicated to providing durable, innovative, and aesthetically appealing paving solutions that add value to every project. We appreciate your trust and look forward to serving you with professionalism, quality, and reliability.

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