

**THIRD PARTY COURIER INSTRUCTION – FASTWAY COURIERS**

I \_\_\_\_\_, the authorised representative for  
 (Company Name) \_\_\_\_\_ (“The Customer”)  
 herewith authorise and request RET Automation Controls (Pty) Ltd herein (“RET”) to engage the service of the third party  
 courier service FASTWAY COURIERS on behalf of the Customer for the delivery of packages of up to 30kg at the standard rate.  
 (Weight limitations may change from time to time based on Fastway specifications)  
 IMPORTANT: The Customer acknowledges that the delivery address captured below, is the address that will be used as the  
 Primary Delivery Address for the Customer.

Customer Contact Details for all Fastway Courier related correspondence:  
 Contact Person: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Telephone: \_\_\_\_\_

1. The Customer understands and agrees that –
  - a. the Customer and Fastway Couriers will be the parties to the Courier Service Agreement.
  - b. the Customer is bound by the terms and conditions of Fastway Couriers as published at <http://www.fastway.co.za/images/legal/FastwayCouriersConditionsOfCarriage.pdf>
  - c. the Customer will be liable for Fastway Couriers’ fees and same will be added to the Customer’s RET invoice, and payment thereof is as per the existing, agreed payment terms with RET.
2. Should the Customer elect to use Fastway Couriers, RET shall not be liable for any damage to, or loss of the goods once they leave the premises of RET. All risk in the goods passes to the Customer once handed over to Fastway Couriers. A RET invoice, signed by Fastway Couriers shall be proof that the order was collected by Fastway Couriers on behalf of the Customer. The Customer hereby indemnifies RET from any claims of any nature whatsoever that might arise from engaging Fastway Courier's services, unless such claim arises as a result of gross negligence on the part of RET.
3. Each Fastway Courier label provides the Customer with a maximum of R1000.00 insurance for loss or damaged goods. Though not compulsory, it is advisable that the Customer takes out additional insurance (making use of your own personal insurance company) for the goods valued in excess of R1000.00, while in transit.
4. Any complaints regarding damaged and/or missing goods will be made by the Customer to Fastway Couriers directly.
5. The turn-around time given for delivery is an estimate and RET cannot be held liable should the courier not deliver on time.
6. Delivery coverage areas may be adjusted from time-to-time by Fastway Couriers. RET Sales Consultants should be contacted to verify coverage.
7. I, the Customer, confirm that I have read and understand this Instruction Form as well as the Conditions of Carriage as published on Fastway Courier's website <http://www.fastway.co.za/>

8. Delivery Address Details: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

FOR AND ON BEHALF OF THE CUSTOMER:  
 Representative of the Customer and duly authorised thereto:

Date: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_

The completed, signed form, returned via email will be regarded as full acceptance of above terms.

email - [sales@retautomation.com](mailto:sales@retautomation.com)