

Cellardirect Service Level Agreement

Terms & Conditions of service

This Service Level Agreement is made and entered into between WineNet (Pty) Ltd - aka wine.co.za; Co Reg 1999/027160/07 and Client

1. Winery Responsibilities

Please ensure that your **vintages, prices and bottle shots are correct**
All comms to admin@cellardirect.co.za

- a. Maintain a list of **currently available wines** of tasting notes, analysis, bottle shots, prices etc.
- b. Prepare images for **special discounts & promotions**.
- c. Maintain the **current prices** of these wines.
- d. Use the tools supplied by WineNet to manage your shop - dashboard at **admin.cellardirect.co.za**.
- e. Decide & review **discounts** for your customers.
- f. Ensure wine is ready for collection by our designated courier **within 48 hours** of receipt of order.
- g. Replacement of any faulty bottles at your cost – to the customer.
- h. On-going **marketing** of the shop.

2. Winenet Responsibilities

- a. Supply a stable & **secure online shopping** environment with the winery's branding.
- b. Supply the dashboard systems to allow wineries to maintain their stores at **admin.cellardirect.co.za**.
- c. **Process all orders received** through the shop in a timeous manner including:
 - i. the financial transactions required to process payment for orders delivered.
 - ii. all customer facing logistics (delivery).
 - iii. all customer facing communications.
- d. Arranging for the replacement of any bottles broken or missing en-route to the customer.
- e. Maintenance & on-going development of the online shopping environment.
- f. Recon of monthly courier costs.
- g. Payment for completed orders monthly after recon, minus agreed **service fee**.

3. Costs

a. SET UP FEE

Payment of an initial setup fee as per the number of wines to be listed in your store:

0-10 wines = R3 750 excl. VAT

11-20 wines = R4 750 excl. VAT

21-30 wines = R5 750 excl. VAT

b. MONTHLY SERVICE FEE

15% on delivered orders excluding courier fees.

c. WAREHOUSING FEE (if required)

R300/pallet per month or part thereof and **R10/waybill processing fee**.

Price excludes VAT.

4. Open Times

- a. The shop may be closed over the Christmas period due to delivery restrictions.
- b. Our office hours are 8.30am to 5.00pm weekdays – closed on public holidays and Christmas.

5. Cellardirect Contact Details

Logistics & Orders	admin@cellardirect.co.za
Merchandising & Promotions	admin@cellardirect.co.za
Accounts & Payments	accounts@wine.co.za

wine.co.za, 21 Kingfisher Park, Ou Paardevlei Road (aka Kynoch Road)
The Interchange, Somerset West, 7130
Tel: 021 851 2737