Commercial Policy — Customer Announcement

RV For Contracting & Supplies (SRV Spaces) · Cairo, Egypt · Issued 4 November 2026

A note to our customers

Dear valued customer,

SRV Spaces has updated its Commercial Policy, effective **1 December 2026**. The update sets clear, consistent rules for ordering, delivery, payment and returns, so every order runs the same way for every account.

This is an announcement for your information. **No signature is required** from cash and cash-on-delivery customers. Customers on credit terms will receive a separate commercial agreement from their account manager.

At a glance

Topic	What's new
Ordering	Online only, at www.srvspaces.com
Daily cutoff	2:00 PM; later orders count as next-day orders
Delivery time	24–72 hours across Greater Cairo
Delivery fee	150–300 EGP, based on monthly order value
Payment	Upfront or cash on delivery below 15,000 EGP; credit up to 15 or 30 days for approved accounts
Late payment	After two late-paid orders, deliveries may be suspended and advance payment required
Inspection	Check goods before signing the delivery receipt
Returns	Any item within 14 days, in original condition and packaging; settled by credit note
Return fees	Free on the spot or when SRV is at fault; fees apply to later returns at your request
Customised items	Cannot be returned once the delivery receipt is signed
Your feedback	Rate each order from 1 to 5 on our website

Ordering and delivery

All orders are placed online at www.srvspaces.com. Our Customer Experience team will help you set up your account and place your first order.

- **Cutoff:** orders received by 2:00 PM are processed the same day. Orders after 2:00 PM count as next-day orders.
- **Delivery time:** 24–72 hours across Greater Cairo.
- **Delivery fees** are based on your monthly order value:

Monthly order value	Delivery fee
Below 10,000 EGP	150 EGP
10,000 – 20,000 EGP	200 EGP
Above 20,000 EGP	300 EGP

Payment and credit terms

Payment terms depend on order value.

Order value	Payment terms	Pricing
Below 15,000 EGP	Full payment upfront or cash on delivery	Standard price list
15,000 – 75,000 EGP	Credit up to 15 days	Credit price list
Above 75,000 EGP	Credit up to 30 days	Credit price list

Accepted payment methods: cash, online card payment, bank instalments, bank transfer, cheques and InstaPay.

To open a credit account you will need:

- A valid Commercial Registration
- A Tax Card
- A signed commercial agreement, authorised by the CEO or a delegated signatory

Credit limits are reviewed and approved within 5 business days. The agreement must be signed before your first credit order.

Late payments: if payment is late on two orders, SRV may suspend deliveries to your account. Further orders will then be confirmed only against advance payment.

Checking your delivery

Please inspect every delivery before you sign the delivery receipt. Check quantities, the condition of the goods, expiry dates where relevant, and that items match your order.

Once the delivery receipt is signed, we cannot accept claims for missing quantities, visible damage or wrong items.

Returns and exchanges

You have the right to return any delivered item within **14 days** of delivery, as long as it is in the same condition and original packaging. Hidden defects and manufacturing faults are covered within the same 14 days; please send supporting evidence, such as photos.

A return is accepted when:

- The item is in the same condition as delivered, undamaged and untampered
- It is in its original packaging
- You request the return through our Customer Experience team and provide the original delivery order or invoice

Customised items cannot be returned once the delivery receipt is signed. Returns are also not accepted after the 14-day period, or for items damaged by misuse, improper storage or negligence.

Once approved, the return is settled with a credit note toward your next order. If you prefer a refund, ask our Customer Experience team; refunds are processed within up to 30 days from your payment date.

Return and replacement fees:

- **Returned on the spot** at delivery: no fees
- **Wrong or faulty delivery by SRV:** no charges on the return or the replacement
- **Returned or replaced later at your request,** with no error by SRV: delivery fees apply

Your feedback on every order

From your first delivery onwards, a short review panel appears on the right side of our website's home page. Rate your last order from 1 to 5, then pick a reason or leave a comment. Every review is read and taken into account as we improve our products, delivery and service.

Questions and the full policy

Our website Terms & Conditions (www.srvspaces.com/terms) continue to apply to every order. Our Customer Experience team is happy to help:

- **Mobile / WhatsApp:** +20 106 802 9676
- **Email:** Customer-support@srvspaces.com

Thank you for your continued trust.

The Commercial Team
RV For Contracting & Supplies (SRV Spaces)
Cairo, Egypt