



We promise to handle all our business above board with integrity and to honour all our obligation to all our stakeholders.

### 3.4 QUALITY POLICY

To provide the highest quality service per the norms of our trade.

To monitor trends to maintain prevailing standards.

### 3.5 SERVICE POLICY

To be responsive to our clients' needs with flexibility.

To inform our clients of any progress or complications soonest

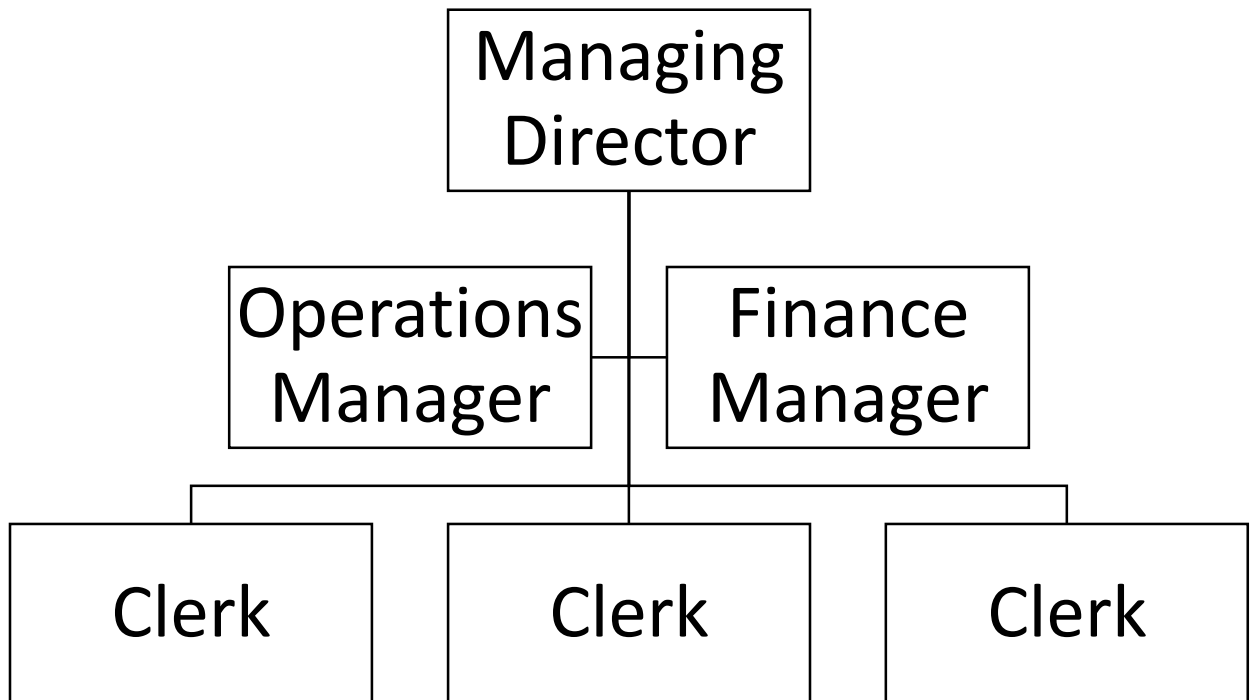
### 3.6 PAYMENT TERMS

30 days on the presentation of invoice and 2% interest per month thereafter.

### 3.7 FOR CUSTOMER REFERENCE

Company	Contact person	Contact no.
Grow Agriculture	Ms. Ravenor	0772235532
ZFC	Mr. Zenda	0772967622
Windmill	Mr. Denya	0772260930

## 4 COMPANY STRUCTURE



## 2. AGENCY RATES

### IMPORTS

Agency fee 1.5% of Customs Value (Min RTGS  
2100.00)

The below listed are additional rates per shipment

### HANDLING & DELIVERY AVERAGES WITHIN CITY LIMITS

#### CONTAINERISED CARGO

12M Container RTGS 6 000.00  
6M Container RTGS 3 000.00

#### GENERAL CARGO DELIVERY

Up to 200kg RTGS 900.00 per shipment  
201kg – 100kg RTGS 1425.00 per shipment  
1001kg – 5000kg RTGS 1875.00 per shipment  
5001kg – 7500kg RTGS 2250.00 per shipment  
Over 7500kg RTGS 2700.00 per shipment

#### MOTOR VEHICLE

Customs value up to RTGS 57000.00 RTGS 3000.00  
Customs value from RTGS 57001.00-  
112500.00 RTGS 4500.00  
Customs value over RTGS 112500.00 RTGS 5600.00  
Road Report RTGS 250.00

#### EXPORTS

Agency fee RTGS 600.00

#### OFFICE PETTIES

Documentation RTGS 250.00 per clearance  
Docs release fee RTGS 500.00 per clearance  
Physical Examination RTGS 400.00 per clearance

N.B More rates available on request