VERSTAY (PTY) LTD

Frequently Asked Questions (FAQ)

Introduction

This document contains answers to the most Frequently Asked Questions that have been posed to our team. It was created and will be regularly updated for your convenience, so if you don't find the answer you're looking for, please send us your query to sales@verstay.co.za.

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What do I need to buy radios?

You will first need to provide a copy of your current valid ICASA license, eg. a Radio Dealer license, Spectrum Frequency license, Radio Amateur license*, Boat Radio license* or Pilot's license*.

We also strongly recommend that you register for a Verstay Customer Account as you will then only have to provide a copy of your ICASA license/s once a year, and not with every order.

**These will only allow you to purchase amateur radios, marine radios, or air band radios; as per your license type.*

What do I need to have radios programmed?

Before programming can commence, our Workshop needs a copy of the required programming information together with your Spectrum Frequency license or a Verstay Rental Contract.

Should you wish to make use of anyone else's frequency, an official authorisation letter from them together with a copy of their frequency license will be required.

What if I only want to buy radio accessories?

You only need an ICASA license/s to buy a radio or programming equipment and software. This is not necessary when ordering a radio battery, charger, antenna, carry case, etc.

How do I place an order?

Orders can be placed via email or WhatsApp +27 79 516 0747. If you're ordering in response to a Quote/Proforma Invoice, please make a note of it on your order; and if you need any programming, engineering, modification or rentals, please specify this on your order in detail and allow 24 - 48 hours for it to be finalised.

When & how do I pay for my order?

Available Payment Options for all **ZAR payments**:

1. You can pay online with your card (request a once-off Pay Link); OR
2. You can pay Verstay via EFT into Nedbank current account 128 607 1380, Business Eastern Gauteng, branch code 198 765 (payment will need to clear before release); OR
3. You can pay with Cash/Credit Card upon collection.

Payment Options for **Foreign Currencies**:

1. **USD** payments will be accepted in cash or must be paid to Verstay via TT into Nedbank swift account 79000 14063, Business Eastern Gauteng, branch code 198 765, swift code NEDSZJA.
2. **EUR** payments must be paid to Verstay via TT into Nedbank swift account 792 736 9369, Business Eastern Gauteng, branch code 198 765, swift code NEDSZJA.
3. Payments in any **other** currency must be paid to Verstay via TT into Nedbank current account 128 607 1380, Business Eastern Gauteng, branch code 198 765, swift code NEDSZJA.

Cash

Cash on Delivery (C.O.D.) account holders must pay for all orders in advance or upon collection. Goods will only be released upon receipt of cash or after the EFT/TT has been cleared by Nedbank.
A C.O.D. Customer is not required to provide trade references, but an account application form is preferable and ICASA license/s are still required, if applicable.

Credit

Payment terms on Credit accounts are strictly 30 days from date of Invoice; and Credit terms will only be considered once all trade reference checks have been verified by Verstay.

How do I check pricing?

Please send a quote request to our Sales Team or WhatsApp +27 79 516 0747.

How do I know if stock is available?

We normally hold stock on hand of the most popular radio models and their accessories, but if you'd like to still confirm availability before placing your order, please speak to Carla, Fanie or Sakky. Alternatively, you can just place your order and you will be notified if any item/s are currently sold out – then they can be placed on back order for you.

Where can I find programming software?

You will first need to provide a copy of your current valid ICASA Radio Dealer license/Spectrum Frequency license, but software is available in three ways:

1. Free to download from our website. You just need to register once-off for a Verstay User Account; and you can contact Esteé if you have trouble locating the software file/s on www.verstay.co.za.
2. Some software files are too large to pass through everyone's mail servers, so we only send them to you electronically via www.wetransfer.com if the first option isn't viable. You will then receive a download link in an email, which expires after a few days.

Can I rent radios?

We do allow rental orders to be placed (for radios, airtime, or a combination of the two), but as communication requirements vary, we strongly recommend that you speak to our Sales Team before ordering rental radios from us for the first time. They will then evaluate your needs and identify the best workable solution for you before sending you a Rental Contract to complete, sign and return with your Rental Order.

Short term/Fixed term Rental Contracts

Monthly Invoices will be raised for all Rental Contracts until cancellation has been finalised; and payment are due before the month in question [eg rental fees for January are payable on/before 31 December].

Rental Contracts may only be cancelled in writing at least 30 days in advance, subject to the initial rental period agreed to. On/Before the agreed date, cancelled PTT rentals must only be returned to Verstay Reception if the hardware has not yet been paid for in full, but Repeater & Simplex Frequency rentals must always be returned to Verstay [if you purchased the radios and their accessories, they will be returned to you once they have been set back to default.]

Please also note that Short Term Rental Orders may be subject to Rental Stock availability.

Do you deliver?

Delivery can be arranged if you are situated in/around the East Rand & some parts of Pretoria, but please contact our Sales Team for the next available date in your area.

Alternatively, your order can be shipped with an external courier company. Please contact Verstay Stores for an estimate to be added to your invoice* or billed to you upon receipt of the Courier Invoice to Verstay* (please specify which option you'd prefer when placing your order).

**We can arrange for a courier estimate to determine the fee beforehand, but please note that this may take an hour or two depending on the courier company's response time.*

How do I open a Verstay Customer Account?

An account application form can be requested from any of our staff members, even before placing an order. You must please complete, sign (each page) and return this form. You will be contacted should we need anything else to get you registered.

How do I log into your Website?

You first need to apply/register for a Verstay User Account online. Applications are reviewed for activation every day, but if you need your user account to be activated in less than 24 hours, please notify us of your registration by sending us the User Name you registered with together with a copy of your ICASA Radio Dealer/ Spectrum Frequency license.

If you have already registered for a Verstay User Account before, please contact us for assistance.

How do I book an installation or call-out repair?

Please contact our Technical Team for booking queries.

I've done an installation or repair for you, how do I get paid?

Before performing any work on behalf of Verstay, please ensure that you receive a Customer Service Call (CRO) number from our Technical Team; and please

submit your Tax Invoice* with a signed job card within seven days from date of job completion.

Do you allow contra journals instead of payment?

Yes, we do, provided that both parties agree to the contra amount in writing before any Journals are processed by either side.

What do I do if my radio isn't working?

Before sending your radio in for repair, please contact our Workshop to verify whether warranty or billable service is available on your radio.
To send in your radio for repair, please pack it carefully (if available, please use the original packaging and place it inside another box*) and include a cover letter to describe the problem(s) you are experiencing in as much detail as possible. Please also provide your daytime telephone number, return shipping address, and your e-mail address, in case we cannot reach you via telephone.
All repairs must be delivered to us at 9 Villa Valencia Office Park, 2 Anemoon Street, Glen Marais, Kempton Park, 1619.
**Only required should you use a courier/3rd party to deliver the radio to us.*

Can I send something back for credit?

Credit Returns are accepted, but please note that any returned item/s will first be checked by our Workshop before we can issue a Credit Note; and credit levies may be charged on any item returned after more than seven days, or on any specialised product/s specifically procured or engineered for you.
To send an item/s back for credit, please pack it carefully in its original packaging, place it inside another box* and include a cover letter to confirm that you are returning the item/s for credit. Please also provide your daytime telephone number, return shipping address, and your e-mail address, in case we cannot reach you via telephone.
All returns must be delivered to us at 9 Villa Valencia Office Park, 2 Anemoon Street, Glen Marais, Kempton Park, 1619.
**Only required should you use a courier/3rd party to deliver the radio to us.*

How do I request a refund?

Refunds will only be considered if your payment has been cleared by Nedbank, and/or if a Credit Note has already been issued on your account. All Account Holders may choose to leave the credit balance on their accounts so that it can be allocated to future orders, but to request a refund via EFT, please send us the reason for your refund request on an official letterhead together with the account details into which payment must be remitted.

Do you have radios available for demonstration purposes?

Yes, we do make radios available for demonstration purposes from time to time. All Demo Stock requests must please be discussed with our Sales Team directly & all Demo's must be returned on/before the agreed upon date. When returning Demo Stock, please pack it carefully in its original packaging, place it inside another box* and include a cover letter to confirm that you are returning a Demo unit and to provide your daytime telephone number, return shipping address, and your e-mail address, in case we cannot reach you via telephone.
All returns must be delivered to us at 9 Villa Valencia Office Park, 2 Anemoon Street, Glen Marais, Kempton Park, 1619.
**Only required should you use a courier/3rd party to deliver the radio to us.*

Do you sell IA Radios?

For order commitments of 30 units or more, we are willing to re-evaluate the situation, but we have come to the conclusion that it is no longer cost effective to modify radios into IA units since the SABS Test Approval costs are now well over R12 000.00 per batch (and that is regardless of whether the batch consists of ten or a hundred radios). Please contact Guy should you wish to discuss a new order.

Who can I talk to?

Our team members are all capable of handling any queries or requests you may have, but for the sake of efficiency different tasks and/or departments are delegated to specific staff members, so if you'd like to go *'straight to the source'*, please feel to make use of the following:

- Carla Senekal Van Wyk, sales@verstay.co.za
  As our Sales Assistant, she can quote prices, perform stock availability checks, process new orders, complete vendor applications, respond to RFQ's, and basically helps out with anything sales-related. [She's also the person behind our WhatsApp nr +27 79 516 0747.]
- Bennie du Toit, Sales Manager.
  Bennie has decades of experience and in-depth knowledge of two-way radios and how they work. You can contact him directly on +27 72 777 5150 or bennie@verstay.co.za if you need a new solution/advice on your existing solution(s).
- Sakky Masilela, stores2@verstay.co.za
  As our Stores Assistant, he's the right-hand man any Store Supervisor could wish for. He can check stock availability, confirm whether your order is ready for collection from Dispatch, etc.
- Fanie Mdluli, Store Supervisor
  As our Store Supervisor, Fanie knows everything that goes on in our store (including Dispatch), so he can check stock availability for you, confirm the status of your order or make any dispatch arrangements you might need. He's been in the industry for a long time, so he also knows enough to answer almost any stock item / installation requirement query when our Sales Team is unavailable. You're welcome to include him in any requests on stores@verstay.co.za.
- Franscois Weideman, workshop@verstay.co.za
  When behind the bench he assists SP with all Workshop-related matters, so you can include him in any queries related to repair orders, software, etc.
- SP Du Plessis, Workshop Manager.
  Any in-depth repair/technical queries (including, but not limited to, systems, networks, amateur & other radio brands) can be addressed to SP directly on +27 76 174 8965 or technical@verstay.co.za.
- Esteé Hallatt, Financial Manager.
  She's the person to speak to should you wish to open an account, query an account, get a trade reference, check delivery dates on back orders, or have any questions regarding our BEE status, general operations, social media channels, etc. [Just like Fanie, she's been here from the beginning, so she can usually help with almost anything you need if you have trouble contacting any

of our other team members.] You can reach her on admin@verstay.co.za or WhatsApp +27 72 064 8126.

What is your basic Company Information?

- Registered Name: Verstay (Pty) Ltd
- Company Registration Number: 2002/015511/07
- VAT Registration Number: 492 021 8684
- Address: Unit 9 Villa Valencia Office Park, 2 Anemoon Street (Cnr Monument Road), Glen Marais, Kempton Park, 1619
- Tel numbers: +27 11 979 3752/3 (main telephone lines)
- WhatsApp number: +27 79 516 0747
- Income Tax Registration Number: 991 707 1145
- OID Registration Number: 990000378267

Are you licensed & certified?

Yes, Verstay holds an ICASA Radio Dealer license as well as various simplex & repeater frequency licenses.

Are you BEE Accredited?

Yes, Verstay is currently a Level Two Contributor and a copy of our B-BEE Certificate is available on request.