



PUBLIC LEGAL DOCUMENT

QUOTE REQUEST TERMS

Terms applying when a person submits a quotation request to Luminera

Luminera (Pty) Ltd

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1. Purpose, acceptance and relationship to other terms

These Quote Request Terms ("Terms") apply when a person submits a quotation request, project enquiry or related information to Luminera (Pty) Ltd ("Luminera", "we", "us" or "our") through <https://lumineraafrica.com>, email, telephone, WhatsApp or another approved channel.

By submitting a request, the requester confirms that they have read and accept these Terms and Luminera's Privacy Notice. These Terms apply to the request and assessment stage. A formal written quotation, order confirmation, supply agreement, service-level agreement or other expressly accepted document may contain additional or different terms. The specific written transaction document will govern to the extent of a conflict.

Important distinction

A quotation request is an invitation for Luminera to assess a possible project. It is not itself a quotation, offer, order, reservation, technical approval, appointment or supply contract.

2. About Luminera

Registered name	Luminera (Pty) Ltd
Trading name	Luminera
Registration number	2026/556387/07
Website	https://lumineraafrica.com
Public email	info@lumineraafrica.com
Telephone / WhatsApp	078 909 7747
Public location wording	Based in South Africa
Business focus	Supply of transparent display, smart film, switchable glass and specialist intelligent-glass technologies, with product guidance and manufacturer liaison.

3. Nature of a quotation request

Submitting a request does not oblige Luminera to issue a quotation, accept a project, reserve stock or production capacity, disclose supplier information, provide free design or engineering work, or respond within a fixed period. Luminera may first assess whether the request falls within its commercial scope, whether sufficient information has been supplied and whether a suitable product or manufacturer pathway is available.

An automated confirmation, reference number or acknowledgement email confirms technical receipt only. It does not mean that the project is feasible, that the information is complete, that a price has been approved or that Luminera has accepted an order.

4. Authority and accuracy of information

The requester must provide information that is accurate, current and reasonably complete. Where a request is submitted for a company, property owner, tenant, professional team, client or other person, the requester confirms that they are authorised to submit the information and to receive communications about the project.

- Customer and representative names, company details and contact information;

- the project location and intended use;
- product interests, approximate quantities, dimensions and configuration requirements;
- site, delivery, access, programme and timing information known to the requester; and
- any drawings, photographs, schedules or documents voluntarily supplied for assessment.

The requester must promptly correct information that becomes inaccurate. Luminera may rely on supplied information when deciding whether to proceed and when preparing a quotation.

Inaccurate dimensions, quantities, technical assumptions, delivery information or authority may invalidate or require revision of a quotation and may cause delay or additional cost.

Sensitive information

Do not submit passwords, banking credentials, unnecessary identity documents, special personal information, information about children or confidential third-party material unless Luminera has specifically requested it through an appropriate channel and the requester is authorised to provide it.

5. Personal information and necessary sharing

Luminera processes personal information submitted with a request to assess the enquiry, communicate with the requester, prepare a possible quotation, maintain security and records, and carry out related legitimate, contractual and legal activities described in the Privacy Notice.

Necessary information may be shared with authorised Luminera representatives and relevant service providers, professional advisers, manufacturers, suppliers, freight forwarders, customs-clearing agents, couriers, insurers, hosting, email, cloud, security and technical-support providers. Some recipients or systems may be outside South Africa, including manufacturers or suppliers in China and international cloud or logistics providers. Luminera will limit sharing to information reasonably necessary for the purpose and will apply appropriate safeguards where required by law.

The quote-form acknowledgement is not consent to promotional marketing. Luminera does not currently use quotation requests for unrelated promotional campaigns. A requester may exercise applicable privacy rights using the contact details in the Privacy Notice.

6. Assessment process and further information

Luminera may contact the requester to clarify the project, request documents, confirm dimensions or quantities, discuss intended use, identify responsible professionals, verify delivery details or obtain manufacturer input. A quotation cannot be finalised until Luminera considers the available information sufficient for the particular stage.

Any early discussion, estimate, demonstration, comparison, product suggestion or manufacturer feedback is preliminary unless it is expressly included in a formal written quotation or specification schedule issued by an authorised Luminera representative.

Luminera may decline, pause or close a request where it falls outside Luminera's scope, information is insufficient, a suitable product pathway is unavailable, the request creates unacceptable legal or technical risk, the requester does not respond, or continuing would not be commercially practical.

7. Supply scope and excluded responsibilities

Luminera is positioned as a product supplier with disciplined product selection and manufacturer liaison. Depending on the formal quotation, Luminera's included scope may cover pre-sale

product guidance, manufacturer liaison and configuration, a formal quotation, confirmed-order product supply, quoted import or delivery logistics, manufacturer document handover and an optional remote content-change service under a separate agreement.

Unless a formal written quotation expressly states otherwise, Luminera does not undertake:

- site surveys, site measurement or verification of dimensions;
- architectural, structural, electrical, mechanical, civil, fire, safety or other professional design or engineering;
- planning approvals, permits, statutory approvals, professional certification or code compliance;
- installation design, installation coordination, installation, commissioning or training;
- site supervision, health and safety management, workmanship control or contractor management;
- maintenance, repairs, on-site support or responsibility for third-party systems; or
- fitness-for-purpose approval for a specific building, environment, application or regulatory requirement.

Supply-only boundary

The client and its appointed professionals remain responsible for site information, measurements, engineering, approvals, installation work, compatibility with surrounding systems, safe implementation and compliance with project-specific requirements.

8. Site, measurement and professional responsibilities

The requester must arrange appropriate site assessment and professional advice where the project requires it. Dimensions and quantities used for an enquiry are indicative unless verified through a process expressly accepted in writing. Luminera may require approved drawings, signed dimensions, final schedules or professional confirmation before an order is placed with a manufacturer.

The requester is responsible for identifying environmental and operational conditions that may affect product selection, including indoor or outdoor exposure, sunlight, heat, moisture, dust, structural support, electrical supply, control systems, network access, ventilation, viewing distance, traffic, cleaning methods, fire or safety requirements and local authority or landlord conditions.

Luminera is entitled to rely on information and approvals supplied by the client, its representatives and appointed professionals unless Luminera has expressly agreed in writing to verify a particular item.

9. Product selection, specifications and technical information

Product descriptions, public catalogue material, technical drawers, demonstrations, comparisons and supplier reference information are general. Final product selection and configuration depend on the project information, manufacturer confirmation and the written quotation or approved technical schedule.

Specifications, dimensions, appearance, transparency, brightness, colour, pixel pitch, controls, compatibility, performance, packaging and other characteristics may differ between product families, models, batches and manufacturers. Luminera may recommend or substitute a technically suitable product only through an updated written quotation or other written approval process.

Illustrative concept renderings are not completed Luminera installations. Supplier photographs are reference images. Neither type of image guarantees an identical result, finish, scale, appearance or performance for the requester's project.

10. Quotations, prices and commercial assumptions

Only a formal written quotation issued by an authorised Luminera representative states the commercial offer for a project. The quotation should identify, as applicable, the customer, product, quantity or area, configuration, price, currency, VAT treatment, exclusions, delivery or logistics scope, payment terms, validity period, warranty reference and other project assumptions.

No public product price, earlier estimate, verbal indication, supplier list, catalogue figure, demonstration value or internal calculator output is binding. Product prices, freight, insurance, import costs, duties, taxes, exchange rates and manufacturer charges may change before a formal quotation is issued or after its validity period expires.

Unless a quotation expressly says otherwise, it should not be assumed that the quoted amount includes site surveys, professional services, installation, site works, lifting, access equipment, electrical work, structural work, content production, travel, accommodation, customs charges, taxes, storage, demurrage or any item not specifically identified as included.

A quotation may be revised if information, quantities, dimensions, product selection, exchange rates, freight conditions, taxes, supplier costs, delivery location, project programme or scope changes. Luminera may correct an obvious error before accepting an order, subject to applicable law and fair dealing.

11. Validity, availability, manufacturing and lead times

Each formal quotation should state its validity period. After that period, Luminera may withdraw, update or reissue it. A quotation does not reserve stock, raw material, factory capacity, freight space, exchange rates or delivery dates unless an authorised written order confirmation expressly states otherwise.

Products are generally sourced from overseas manufacturers after customer confirmation and may be made or configured for the project. Availability, minimum quantities, manufacturer acceptance and production slots are subject to confirmation. Lead times are estimates based on information available at the time and may be affected by approvals, deposits, manufacturing, testing, holidays, shipping, customs, port or airport conditions, carriers, force majeure and other events outside Luminera's reasonable control.

The requester should not commit to installation dates, opening dates, penalties or dependent work based only on an enquiry or unconfirmed estimate. A formal programme should allow reasonable contingency and should be coordinated with the client's professional and installation team.

12. Acceptance, deposits, orders and contract formation

A requester may accept a formal quotation only in the manner stated in that quotation or otherwise approved by Luminera. Acceptance may require a signed quotation, written electronic acceptance, purchase order, completed customer information, approved specifications, payment of a deposit or other stated conditions.

Even where the requester communicates acceptance, an order is not final until Luminera confirms the order in writing and the required conditions have been satisfied. Luminera may withhold

confirmation while it verifies payment, manufacturer acceptance, specifications, quantities, delivery information, compliance requirements or other material details.

A reference number, automated email, invoice request or payment instruction does not by itself prove that an order has been confirmed. The requester should retain the final quotation, written acceptance, proof of payment and Luminera's order confirmation.

13. Changes, cancellation, returns and warranties

A requested change after quotation or order confirmation may require a revised price, revised specifications, additional time, supplier approval or cancellation and re-ordering. Luminera is not required to implement a change until it is accepted in writing and any additional payment or condition is satisfied.

Because products may be manufactured, cut, configured, branded, programmed or procured specifically for a project, cancellation or return rights may be limited after Luminera commits to the supplier or manufacturer. The applicable quotation or supply agreement will state the relevant position. Nothing in these Terms removes a mandatory cancellation, return, refund, repair, replacement or other consumer right that applies by law.

Product warranty is limited to the written manufacturer warranty applicable to the quoted product, together with any additional right that cannot lawfully be excluded. Warranty duration, conditions, exclusions, remedy process and responsibility for access, removal, shipping, reinstallation or third-party work must be confirmed in the formal quotation or warranty documents. No unsupported warranty promise should be inferred from general website content or discussion.

14. Optional remote content-change services

Where applicable, Luminera may offer an optional remote content-change service for a site. That service is separate from product supply and is governed by a specific quotation and service-level agreement. It is remote only unless the written agreement expressly provides otherwise.

The service does not include continuous monitoring, 24/7 support, on-site attendance, content creation, network provision, hardware repair, installation work or responsibility for third-party platforms unless expressly stated. Access credentials, content approvals, lawful content rights, connectivity and suitable system access remain subject to the separate agreement.

15. Communications, references and submission records

Luminera may communicate using the contact details supplied by the requester. The requester must ensure that email addresses and telephone numbers are correct, monitor spam or junk folders and notify Luminera of changes. Electronic communication can be delayed, misdirected, intercepted or fail to arrive, so material instructions should be confirmed where necessary.

A successful website submission should generate a unique reference number and may generate an acknowledgement email. The database record remains the primary internal record of the request. Failure of an email notification does not necessarily mean that the request was not saved, and receipt of an email does not mean that a quotation or order has been approved.

The requester should quote the reference number in follow-up communications and retain copies of important correspondence and attachments.

16. Misuse, rejection and withdrawal

A requester must not submit false, misleading, unlawful, abusive, infringing, malicious or automated content; impersonate another person; upload harmful files; attempt to bypass security controls; or use the quote process to obtain confidential supplier information, internal pricing, trade secrets or services outside Luminera's stated scope.

Luminera may reject, block, archive or delete spam, test submissions, duplicate requests, abusive requests, clearly invalid enquiries or submissions that create security, legal or operational risk. Relevant logs or evidence may be retained for security, fraud prevention, dispute or legal purposes.

Either party may stop the enquiry-stage discussion before a contract is formed. Ending an enquiry does not affect obligations already arising under privacy, confidentiality, intellectual-property, payment, misuse or other applicable provisions.

17. Disclaimers, liability and rights preserved

To the maximum extent permitted by law, Luminera is not responsible for decisions, commitments, expenditure or project scheduling based only on a quotation request, automated acknowledgement, preliminary discussion, general website content, concept rendering, unconfirmed estimate or supplier reference information.

The requester remains responsible for obtaining suitable professional advice and for verifying project-specific requirements before proceeding. Any liability relating to a confirmed quotation, order, product or service will be governed by the applicable written agreement and mandatory law.

Mandatory rights preserved

Nothing in these Terms excludes or limits a right or remedy where the Consumer Protection Act, Electronic Communications and Transactions Act, Protection of Personal Information Act or another applicable law does not permit that exclusion or limitation.

18. Changes, governing law and contact

Luminera may update these Terms when its website, quote process, products, commercial scope, service providers or legal requirements change. The latest published version will state its version and effective date and will apply to requests submitted after publication. A request already converted into a formal quotation or contract remains subject to the applicable documents for that transaction.

These Terms are governed by the laws of the Republic of South Africa. A requester may use any regulator, ombud, tribunal, court or other forum available under applicable law. Before formal proceedings, the requester is encouraged to describe the issue to Luminera so that it can be investigated, without losing any urgent or statutory remedy.

General and quote enquiries	info@lumineraafrica.com
Telephone / WhatsApp	078 909 7747
Website and location	https://lumineraafrica.com Based in South Africa
Privacy and information requests	Michael Bester - Information Officer, through info@lumineraafrica.com

19. Quote-form acknowledgement wording

The following acknowledgement is intended for the required, unticked checkbox immediately before submission of the public quotation-request form:

☐ I confirm that the information I have provided is accurate to the best of my knowledge and that I am authorised to submit it. I have read the Quote Request Terms and Privacy Notice. I acknowledge that Luminera may process and share necessary information to assess and respond to this enquiry, including with relevant overseas manufacturers, cloud providers and logistics partners where required. I understand that this submission is a request only and does not create a quotation, order, contract, price commitment, product reservation or technical approval.

The checkbox must not be pre-ticked. It records acknowledgement of the quote process and privacy information; it is not consent to receive unrelated promotional marketing.

20. Approval and version control

Document title	Luminera Quote Request Terms 2026 - English
Version	1.0
Compilation date	29 July 2026
Founder approval	Approved by Michael Bester and Damian Nel on 30 July 2026
Website implementation	Approved for v0.11 Launch Hardening
Next review	At least annually and when the quote process, commercial scope, service providers or law materially changes

This document was approved by Luminera's founders on 30 July 2026 for website implementation. Luminera should obtain advice from a South African attorney or compliance professional where a transaction, customer category, product, warranty, cross-border arrangement or legal question creates material risk.