



## Terms and Conditions

### A. Sample Policy

All products are manufactured to order and this includes all samples. Once a sample is ordered it cannot be returned as it has been made specifically to order. sample are only made for approval on full orders where a deposit has been received and the item is a new custom made product.

### B. Pricing & Quotations

All unit prices are excluding VAT, delivery fees & branding.

We offer a better discount structure for orders greater than 100.

Please obtain a written quotation prior to ordering so that your pricing is confirmed in writing.

Prices are subject to change without prior notice.

All written quotations are valid for 15 days ONLY.

### C. Ordering Procedure

Orders may be submitted by signing our written Quotation form or by sending us your own official order via email or fax.

Our accounts department will confirm your order by sending you a Proforma Invoice with our Standard Terms & Conditions which needs to be signed and returned to us together with your deposit confirmation.

We require 50% deposit on standard products order & a 70% deposit on all custom made products.

Once we have your deposit, we will then commence your artwork & design.

Artwork must first be approved in writing ON THE FORM PROVIDED before any manufacture can commence.

We require YOUR ARTWORK IN A VECTOR OR OPEN PDF FORMAT.

With each order, a total of 2 FREE artwork change is allowed, before new cost are incurred.

Any changes made after artwork approval form have been signed and submitted back to us will incur cost which will be charged to the customer.

A sample will be made for clients to approve physically where the product is not standard – CUSTOM-MADE/A NEW PRODUCT – otherwise a fee of R550.00 will be charge for client to their sample prior to full production.

### D. Payment

Unfortunately we do not accept cheques here at Mzanzi Hospitality.

In the case of cheques being deposited into our account, orders will not be processed or released until the funds have been cleared in our account – this can take up to 7 working days.

We do not accept cash for any orders over R500.00 since having cash on the premises is a security risk.

we accept Master/Visa cards (no Amex and Diners) as well as debit cards.

We encourage payment made by EFT. Orders will only be processed once proof of deposit has been confirmed. Orders will only be released once final proof of payment has been received.

Interest will be charge on overdue accounts at rate of 3% per month on outstanding amounts. From time of completion of your order, your account needs to be settled within 5 working days and if we have a 30 day account then your payment must be made from statement.

30 days accounts will only be opened on evidence that a client has purchased and will continue to purchase regularly. In the event that a 30 day account is dormant for more than 6 months, such an account will be closed.

### E. Cancellation

Written orders (faxed or emailed) constitute a binding contract and are legally enforceable.

Once Mznzi Hospitality has received your order and deposit or full payment confirmation required to process this order, via fax or email, no cancellations will be accepted for any reason.

### F. Delivery & Collections

Please note our standard manufacturing time is 14 working days from date of deposit received.

Please note that we charge a surcharge for orders to be manufactured in less than the above time.

Please first enquire if your order can be made in a shorter period of time first. In the case where we are able to manufacture to a specific DEADLINE, full payment will be required upfront and collection will have to be the sole responsibility of the customer's unless otherwise agreed.

Whilst every endeavour is made to meet every customer's deadline, in no circumstance will liability be accepted for any loss or damage suffered by reason of failure to meet the delivery day.

Delivery Fees will be charged on all orders with a value less than R5000.00

FOR SMALL PARCELS NO GREATER THAN 10KG'S AND MORE THAN 2 BOXES – Delivery fee will be as follows –

Local JHB, Sandton, Ranburg, Boksburg, Alberton, Udustria – R100.00

Pretoria Central, Centurion< Midrand, Roodepoort – R250.00

Pretoria Surrounds, Springs, Vanderbijl, Vereeniging, Krugersdorp – R350.00

Delivery time, whether delivery fees are charged for or not, is based on when our driver/courier will be in your area within the next 2 days from payment. Should your delivery need to be delivered more urgently, express fee will be quoted to you.

### G. Shortage & Damages

Once an order has been collected/delivered from/by Mzanzi Hospitality we have no control over it. As such we will not be held responsible for any damages or shortages not reported within 24 hours.

In the case of an order being sent by courier to regions outside of JHB. (i.e. Durban or Cape Town) clients have 72 hours from time of collection by courier, to report missing or damage items. No claims will be entertained thereafter.

# Mzanzi Hospitality