

TERMS AND CONDITIONS

1. GENERAL POLICIES

1.1. All orders are subject to Soapbox Promo & Gifts' Terms and Conditions.

2. ORDER POLICY

2.1. All orders must be placed in writing and an order number must be supplied.

2.2. A handling fee of 15% will be charged on all orders cancelled before branding has commenced, whether the orders have left the premises of Soapbox Promo & Gifts or not.

2.3. Orders may not be cancelled after branding has commenced. The full amount will be payable in the event that an order is cancelled after branding has commenced.

2.4. It is the customer and/or the representative collecting on their behalf's responsibility to check that orders are correct before leaving Soapbox Promo & Gifts' premises. Soapbox Promo & Gifts will not be held responsible for any discrepancies thereafter.

2.5. It is the responsibility of the client to advise in writing Soapbox Promo & Gifts of any change of address, company details, signing powers or authority to place orders.

3. RETURNS POLICY

3.1. No returns will be accepted after ten working days.

3.2. All returns must be in its original packaging and must be accompanied by the original documentation.

3.3. Goods will only be deemed refundable if:

3.3.1. it was damaged before dispatch to the client;

3.3.2. It does not correspond to the written order of the client;

3.3.3. The branding does not correspond with the artwork approved by the client and it cannot be fixed to the client's satisfaction.

4. ACCOUNTS/PAYMENTS POLICY

4.1. The following methods of payment are accepted: Cash or EFT.

4.2. A 50% deposit is payable on all orders as confirmation of the order, with the balance payable on collection.

4.3. Where the total value of the order exceeds R50,000.00, a 75% deposit will be payable as confirmation of the order, with the balance payable on collection.

4.4. No branding of goods will commence before proof of payment of the deposit has been received and/or the payment reflects as cleared funds in the account of Soapbox Promo & Gifts.

4.5. Orders will only be released once proof of payment of the full amount has been received and/or the payment reflects as cleared funds in the account of Soapbox Promo & Gifts.

4.6. All orders are subject to the 50% deposit, 50% balance payment on collection terms unless account facilities have been approved in writing.

4.7. Soapbox Promo & Gifts reserves the right to withdraw or amend credit facilities.

4.8. Goods remain the property of Soapbox Promo & Gifts until paid in full.

4.9. Legal/Collection fees that Soapbox Promo & Gifts incurs due to non-payment by clients will be for the client's account.

These terms and conditions super cede any prior agreements or representations written or oral. The Soapbox Promo & Gifts Terms and Conditions may be amended from time to time and are not limited to those stated hereon.

I, the undersigned _____ (full names), hereby acknowledge that I understand and accept the Soapbox Promo & Gifts Terms and Conditions as stated above. I understand that these Terms and Conditions apply to all orders placed and that any concession made by Soapbox Promo & Gifts which allows for deviation from these Terms and Conditions with regard to a specific transaction, is at the sole discretion of Soapbox Promo & Gifts and in no way invalidates these Terms and Conditions.

Client's signature _____

Date _____