

Terms and Conditions:

General:

- We can only reserve stock for 24 hours, thereafter orders need to be confirmed in writing.
- Quotes are valid for 14 days.
- Lead times vary and can only be confirmed once an order has been placed.
- Full pre-payment is required on confirmation of orders. If cheques are deposited into our bank account, we can only confirm the order once payment has cleared.
- Prices are all exclusive of VAT.
Permission is given to Conference Complete to use images of the clients branded items for marketing purposes.

Courier:

- Courier costs will be confirmed after items are ready to be dispatched and are for the client's account.
- Minimum local delivery will be charged at R150.00 per delivery
- Courier fees for national deliveries can be arranged as follows :
 - Freight (Economy Service)
Collection today for delivery within 48 - 72 hours
 - Overnight Courier
Collection today for delivery by 10h30 the following business day. This is the most expensive option, but should the client be in a hurry to receive the goods, this is the best option to consider.

Insurance:

- It is the sole decision/responsibility of the client whether he / she would like to take out an insurance premium during transit.

Sample Policy:

- Samples issued have to be returned within 5 working days. If not returned within the 5 working day period, these samples will have to be invoiced.
- Samples must be returned in original condition as well as original packaging.
- Should you want branded samples, we will charge for a pre-production sample. This item will be your property and does not need to be returned.
- Courier costs will be charged for all sample items (Cape Town and Johannesburg).

Cancellations:

- Written orders constitute a binding contract and are legally enforceable.
- Once an order has been confirmed in writing, cancellations prior to branding will be subject to a 25% handling and admin fee, and R250.00 per artwork layout if a layout was created.
- NO cancellation of orders will be accepted once final approval of artwork has been received.

Branding:

- Branding will only commence once payment has been received and artwork has been approved in writing, unless otherwise arranged.
- Delivery dates are confirmed from the day after artwork approval AND receipt of payment.
- Amendments made to artwork proofs will result in the delivery date being delayed. Should you require changes, we will issue a new layout for final approval before production commences. Changes to layouts can take up to 24 hours to generate.

Artwork:

- Unacceptable formats: Word Files, gif, jpeg (under 600dpi), Power Point.
- Vector Artwork is required - (.CDR / .EPS / .AI / .PDF / .FH)
- If artwork is received in the correct format, we will do our utmost to generate layouts within 72 hours.
- Artwork not received in correct format will attract a design and redrawing fee of R250 ex VAT. This fee will accommodate 3 further changes to the layouts, thereafter, any additional changes will be charged for at R250 per change.

Clothing:

- The client needs to ensure that the correct sizes are ordered. We can provide size samples prior to ordering.
- If samples are kept for longer than 5 working days, the client is required to pay for such.
- Conference Complete cannot replace branded garments due to incorrect sizes being ordered by the client.
- It is the client's responsibility to report any damaged items within three working days after delivery.

Damaged / Lost Goods:

- Should any delivery as mentioned above, contain any products that are proved to be damaged or incorrect, the client needs to issue a full report to Conference Complete within 3 days of the delivery date. No claims will be entertained thereafter.
- Conference Complete does not accept any responsibility for products damaged during transit / delivery.
- Conference Complete does not accept any responsibility for lost or stolen goods.