

## **TERMS & CONDITIONS**

Thank you for taking the time to read through our terms and conditions of sale.

We (Cholinga) appreciate your business and value you (the customer). Your purchase of products from us constitutes your agreement to follow these terms and conditions and be bound by them.

### **Payment:**

Prices are in South African Rand. Payments are done through Payfast; a safe, secure, and trusted payment facility. EFT payments are also welcome, but you will need to order by sending us an email to [info@cholinga.co.za](mailto:info@cholinga.co.za) Before making payment, please call the person responsible for your account to verify the bank account details of Cholinga (Pty) Ltd.

### **Lead time:**

As our products are made to order, please expect a standard 3-4-week lead time from receipt of payment. Lead times are dependent on the product you purchase. Please note large orders may result in a longer lead time. Once you have placed your order, we will be in contact with you to give you an estimate date for delivery. For custom orders, expect a lead time of 4-6 weeks. Thank you for understanding that items made by hand take time.

### **Delivery & Collection:**

Delivery charges are calculated at check out and are based on a flat rate dependent on product order and your address. Please note a surcharge will be billed to clients living in outer-lying areas and farms. We will contact you if applicable to your order.

### **Cancellation, refunds and returns:**

As all our products are made to order, we cannot accept cancellations once payment has been made. Cancellations from our side may occur based on goods and services being unavailable, in this case Cholinga will refund the client in full within 30 days. We offer a 3 month guarantee on all our products. We determine whether an exchange will be processed. You must contact us within 3 months of the order being complete and state the defects in the product. We may request photos of the defected product to assess whether an exchange will be processed. We will endeavour to solve and fix the problem, defect or default first before an exchange is made. Products exchanged for the same item due to reasons other than manufacturer defect may be subject to a redelivery fee. This guarantee does not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned using incorrect cleaning methods or cleaning products. This guarantee does not extend to normal wear and tear. Please note all sales are non-refundable. Cholinga does not cover shipping. Should a price be displayed incorrectly Cholinga will not be held liable, and the correct price will apply.

### **Sale items:**

No refunds, returns or exchanges on sale items once the order has been received in good order.

### **Damaged Products:**

Please check your items thoroughly prior to signing for them. If the items are not in perfect condition, please do not accept them and contact us immediately. Once items have been

signed for, we will not accept any claims for the product being damaged in any way and will not be held responsible for any loss or damage whatsoever.

**The Product:**

This product is 100% handmade from natural materials, and may have some flaws, as in colour mix, visible connectors and size variations. With regards to the wood, no two wood items will ever be the same due to grain verification and some pieces may have more knots than others. This is what helps make your custom-made piece authentic. As wood is still living up to 4 years, movement can occur. We supply high quality furniture grade wood. This may vary for grain, colour, knots and other markings. We do our best to select and match as appropriate, but we cannot accept returns based on natural variations. We purchase and supply wood that has been dried to correct moisture content but sometimes warpage and shrinkage can occur, especially when the product is shipped to drier or more humid climates from where it was made. We cannot accept returns that stem from climactic differences. Should movement occur in the wood, addressing issues of temperature and moisture usually resolves the issue.

**Care Instructions:**

Care Instructions: Items are not recommended for outside use. Wipe down products with a damp cloth. Please note for pieces made in SA Pine, that this wood type is a soft wood that can easily dent or scratch if not looked after correctly.

**Safety:**

Cholinga takes no responsibility for any injury/injuries to any person/persons that may involve an item of their furniture.

Thank you for reading through and understanding our terms and conditions. We trust that you agree with all the information therein. If you have any queries, please don't hesitate to contact us.