

# Designer Pallets

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## Terms & Conditions



## Orders

When placing an order, the client confirms that they have read and accepted these terms and conditions.

You should receive an order summary via email, once your order has been placed – please be sure to provide us with the necessary details to help the order process run smoothly, such as custom engravings or any special requests.

Order summaries are based on the information provided by the client. It is up to the client to check that the order summary details are correct and by paying the deposit they confirm the accuracy of the order.

All payments are to be made via EFT. Please be sure to check banking details and make use of the correct reference number on your **quotation/invoice** so that we can locate your payment easily.

The client may confirm an order by paying the deposit or paying in full and sending a proof of payment to [info@designerpallets.co.za](mailto:info@designerpallets.co.za).

Only payments reflecting in our bank account will be processed.

Furniture orders only require a 50% deposit before processing. The final 50% is payable before delivery or collection. The deposit is not refundable.

A tax invoice will only be generated once the order balance has been paid in full. This will be sent to the client on reflection of payment.

## Deliveries

Designer Pallets builds on order and does not have a physical store. Deliveries are door to door i.e. to the address the client supplies. If the client is not available at the time of delivery, the parcel will be left with someone at the delivery address who will be required to sign a receipt e.g.: staff or security.

All products will incur a delivery fee unless previously agreed upon.

Delivery charges are worked out on a flat rate basis depending on the delivery region. This price will be added to the client's order summary provided in the client's quote.

Subject to stock availability and detail of custom design engravings, decor orders will be dispatched within 3 to 10 working days of confirmed order with payment in full. Delivery will take 24 to 72 hours after dispatch depending on delivery zone provided.



Furniture orders may take between 3-6 weeks to be delivered and lead times depends on each order's details.

Should a package not be delivered to the client through reasons beyond Designer Pallets' control e.g. nobody on premises/unable to answer calls/invalid or incomplete address, Designer Pallets reserves the right to charge the client for the order to be re-delivered.

The original delivery fees will not be refunded.

Deliveries of decor items will be notified of dispatch along with a tracking number. If you do not receive this notification – please advise Designer Pallets via email.

If you have a mixed basket of decor and furniture, the furniture delivery cost will apply only if you chose to wait for all items to be complete. This will, however, mean that you will need to wait until your furniture order is ready before receiving your decor order. If you would like to receive your decor items sooner than the furniture items, the normal decor delivery rates will apply.

Designer Pallets does not deliver to P.O. Boxes.

### **Furniture Deliveries – Gauteng only**

Delivery is door to door, and it is the client's responsibility to ensure that items will fit through doorways, through passages and around corners. Designer Pallets delivery staff are instructed not to re-arrange client's furniture in order to deliver the ordered item/s. If items do not fit into the client's home for any reason what so ever, Designer Pallets holds the right to charge the client any extra fees that may result in altering the item, as well as additional delivery fees.

**Should the customer's residence be more than one story or a flat above the first floor, to which access is limited or the item is likely to be damaged if carried through the access points, then the item will be delivered to the lift or stairwell opening on the bottom floor only and further movement of the item will become the customer's responsibility.**

Designer Pallets will not be held liable for any damages and or losses incurred due to the delivery of items delivered including accidental chipping of walls or floors or the damage of any of the client's or landlord's property whatsoever. Please make sure you supervise placement to avoid any loss or damages.

If an access code is required in order to gain access to your property, please be sure to forward this code to +27.84.017.2662 with enough warning. If the delivery vehicle is unable to gain access due to the code not being communicated, the delivery team will be instructed to abandon the delivery. Delivery fees will not be refunded, and another delivery fee may be charged to the client.



The delivery team will wait a maximum of 10 minutes should there be any delays in gaining access to the property in order to complete the delivery. Any extra time required will be allowed at the discretion of Designer Pallets and will incur extra charges charged to the client.

We do our best to accommodate our clients, however, please note that we do not offer to hoist, over walls or up the exterior of a building. As well as this we do not carry furniture beyond the ground floor unless an elevator is available. We are a brand that prides itself on goodwill and part of this is offering to place a piece in your desired room, this is not a responsibility of ours.

We ask that you inspect your delivery and provide a signature upon receipt. When ordering, please provide a daytime number to arrange a delivery appointment.

### Outside of Gauteng Deliveries

Gauteng furniture deliveries T's and C's apply as well as the following:

If a furniture order (sent and received outside of Gauteng) is received damaged, Designer Pallets reserves the right to commission an external local handyman or carpenter to assist in the repair work. Notification of such damages needs to be made in writing via email within 36 hours of receipt of the order, along with photos of the damage.

Any minor imperfections such as cracks and small holes are not considered damages and will not be repaired by Designer Pallets.

### Furniture Collections

Transporting furniture can be an art – please take extra care if you chose to collect your order yourself. Bring blankets, cardboard boxes and rope for tying down your furniture and protecting it. Designer Pallets will not supply you with these materials.

Please take the advice of our carpenters when loading items. Items can be easily damaged if loaded incorrectly.

Once the items have left the factory and collected by the client or his/her representative it is agreed that the items are in a fit condition and are not liable for any returns or exchanges whatsoever.

Once the client or client representative has collected the item/s, Designer Pallets cannot take any responsibility for incorrect transporting of furniture that may result in any damages whatsoever. Damages as a result of incorrect transportation and those that require repair, will be charged for at the discretion of Designer Pallets.



## Payment

Once the client has submitted the order, an order summary will be emailed to the email address provided by the client. Payment may be made via EFT with the bank details given on the order summary. Please use the correct reference number to assist in locating funds for your order.

## Returns and Exchanges

If you are not happy with your order upon delivery due to a manufacturing fault, damaged or wrong product delivered, let us know within 36 hours of receiving your parcel and we will happily replace the product at our expense, provided it is in the original packaging with all its accessories.

Depending on circumstances we will accept the product and send you a new one or repair the product. Designer Pallets does not refund a manufactured product.

Returns due to buyer's remorse will not be refunded.

Products will not be eligible for repair if they have been partially or entirely disassembled or physically altered including products that have been damaged by the client.

If the purchase has a custom engraving and the details are incorrect due to the fault of Designer Pallets, we will gladly replace the product with the correct engraving detail. If the customer failed to check the order summary and notify us, no refund will be made for incorrect custom engraving details.

Cancellation and returns of sale/clearance items are not accepted unless the item is received damaged due to delivery or manufacturing faults – unless previously listed as damaged, to begin with.

We will collect the product from you at no charge. Our courier is entitled to refuse collection of a product that is not properly packaged for transport. If another collection needs to be arranged as a result – a collection charge will be charged to the client.

Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 8 days of the return (or refund you if that is your preference). Please bear in mind that refunds can take 5 – 10 working days to reflect in your account. We are entitled to refuse a return if the unwanted product is returned damaged, not in a re-sale-able condition or missing any accessories.

If you return a product that does not comply with this policy, you may be liable to reimburse Designer Pallets for the cost of collecting the product from you and the cost of having the product returned to you.



### Products not eligible for returns

- The following products are not eligible for a refund, exchange or credit:
- Products marked “Sale” or ‘Clearance’
- Products that are made according to your size specifications
- Products that have been personalized for you or made to your specifications, unless defective.
- Products damaged by the client.

Should a product be damaged at the time of delivery/collection, please notify us of such delivery/collection by logging a return via email to [info@designerpallets.co.za](mailto:info@designerpallets.co.za). Please attach pictures of the damage so we may process the inquiry correctly.

### Defective products

We do our best to ensure that the products we deliver to you are of a certain standard, without functional defects. Because our products are made from wood and reclaimed timber – variations and minor imperfections form part of our product offering and are unavoidable and unintentional. These imperfections are not defects and form part of each product’s unique character.

The following will NOT be regarded as defects and will not entitle you to a return under this section.

- Faults resulting from normal wear and tear.
- Damage arising from negligence, user abuse or incorrect usage of the product.
- Damage arising from a failure to adequately care for the product.
- Damage arising from unauthorized alterations to the product.
- Where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.
- Products with minor imperfections such as cracks, nail holes and scratches and minor colour variations.

### Cancellation Policy

#### Furniture

Cancellations are possible if manufacturing has not commenced. If manufacturing has commenced the client will need to proceed with the order as agreed upon. If changes are requested, it is up to Designer Pallets to decide whether these changes are possible and if there will be any extra charges incurred.





### Custom Engravings

Custom engraved orders must be clearly communicated in writing via email. It is up to the client to check that the details are correct in the order summary. Incorrect engraving detail will not be refunded if the client has not checked the order summary correctly before confirming the order.

Custom engraving orders may be cancelled or changed at the discretion of Designer Pallets, depending upon whether work has commenced on the order. If the order is cancelled 'mid-order' any expenses incurred will be charged to the client and the balance refunded.

If the order has been manufactured and engraved the order may not be cancelled.

### Limitation of Liability

Any cost, expense, loss, liability or claim suffered or incurred by the client arising out of or in connection with any item purchased off [www.designerpallets.co.za](http://www.designerpallets.co.za) will be limited to the price paid for the item purchased.

### Copy Right and Intellectual Property

Designer Pallets retains all copyright and other rights to product development, images, listings, information and services and is protected by South African and International copyright laws. A client is not granted a license or any other right including without limitation under Copyright or other Intellectual Property Rights in or to the content. Designer Pallets strictly prohibits exploitation of the protected property without prior written consent.

### Retail

Products purchased from Designer Pallets or [www.designerpallets.co.za](http://www.designerpallets.co.za) are for personal use or gifts and are not for resale or retail anywhere else whether in South Africa or abroad. Please contact us directly for wholesale opportunities.

### Update of Terms and Conditions

Changes and edits may be made to our terms and conditions without notice. It is the client's obligation to check them periodically and read them each time they place an order. On placing an order, the client will be required to read the T's and C's and accept them on the order form.



## E & OE

### Taking Care of Your Purchase

Wooden furniture and decor require a little extra care and attention.

Do not leave any wooden items in the direct rain or in water. This will deteriorate the paintwork and sealants used (if any) and will result in the product weathering, cracking and even breaking.

Do not place any wooden items in the dishwasher as this will damage the wood glue and the item will more than likely break.

Avoid drastic temperature changes. Extreme temperature changes from hot to cold may result in cracking, and

Designer Pallets will not take responsibility for such damages.

Dropping items may result in them breaking – items broken due to being dropped may not be legible for returns or exchanges.

I'm sure there are some of you out there that may be tempted to have a quick dance on our tables... Please do not attempt to dance on any of our tables or furniture as this may result in them breaking or cracking, and Designer Pallets cannot be held liable for any damages incurred as a result.

