

Terms and Conditions for Johannesburg



Sample Policy

- Samples are available for purchase in our Johannesburg sample shop.
- Product with a value less than < R30.00 excl VAT – these may not be returned once purchased for a credit or a refund.
- Product with a value more than > R30.00 excl VAT – these may be returned within 5 working days from date of purchase for a credit or a refund. Refunds are offered via EFT weekly on a Friday.
- Memory sticks may not be returned for credit. We recommend purchasing dummy memory stick samples.
- Samples must be returned in original condition as well as original packaging so that a refund/credit can be ensured.
- Damage to any part of sample or packaging will result in samples not being accepted for return.
- Importantly, when returning samples, the SO# number relevant to the samples needs to accompany the returned goods before a credit note will be issued and a refund effected. All refunds will be done via EFT directly into Company's bank account.
- All sample orders need to be paid for and collected within 5 working days of invoice date and if not paid and collected within this time, they will be cancelled.

Branding

- **Acceptable file formats:**
 - Vector artwork is preferred (.CDR / .EPS / .AI / .PDF / .FH).
 - We accept PC format artwork only.
- **Tips to help you prepare your artwork:**
 - All fonts must be converted to paths/curves to avoid font substitutions.
 - Please include font and size if typesetting is requested.
 - Artwork for multi-colour imprints should be sent as a colour separated file (exceptions: digital printing).
 - Formats we do not accept: Word files, .gif, .jpeg (under 600dpi), Power Point.
 - Please upload your artwork onto the Website, or alternatively forward your electronic artwork directly to your account manager.
 - Upon written approval of layouts please confirm with your account manager that they have received your sign-off or alternatively approve your approval via the website.
 - Amrod cannot take responsibility for non-delivery of orders if layout approval and payment is not received.
 - Branding will only commence the day after full payment for stock and branding has been received (where a client is not on payment terms) and artwork has been approved.
 - Automated reminders will be sent out daily if we require either approval or payment from you before commencing with a job. If you have paid for and approved the order and are still receiving these reminders, please contact your account manager directly to ensure that we have received all the relevant information.
 - Delivery dates are quoted from the day after the artwork approval and receipt of payment is received.
 - Amendments made to layouts will result in a delay to delivery date. Should you require changes, we will issue a new layout for final proofing, before production commences.
- **Artwork Fees:**
 - Artwork received in the correct format will not be charged for.
 - Artwork not received in the correct format will attract a redrawing fee of R200 excl VAT. This will accommodate two changes, thereafter additional changes will be charged for at R100.00 ex VAT, per change.
 - Branding cancelled after layouts have been generated will be charged for at R100 excl VAT per layout created.

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General

- Once stock has been collected / delivered from / by Amrod, we have no control over it. As such we do not accept responsibility for any damages or shortages not reported within 48 hours.
- Whilst every effort has been made to fulfil all orders correctly, should you take our goods to an external branding company, we ask that you check all items received BEFORE they get branded. **Amrod cannot accept returns on incorrect items which have already been branded regardless of whether it's Amrod's fault or not.**
- Once an order on memory sticks has been collected from us, we unfortunately cannot accept a return on it.
- Please note that if your account remains inactive throughout a calendar year, we will have to put it on hold and you will need to undergo the registration process again.

Payment

- We do not accept cash for any orders over R500.00 since having cash on the premises is a security risk.
- We accept Mastercard / Visa and Debit cards (no Amex and Diners).
- We encourage EFT's and have facilities at our offices to make Internet payments. Stock will only be released once proof of payment has been received and reflects in our bank account. Please pay into the correct bank account to ensure that your order is cleared immediately. Payments from outside SA take between 4 and 7 working days to clear. Orders will only be released once payment has reflected.
- For orders over R50 000 we require a 50% deposit for COD clients in order to process an invoice.

Orders collected by courier

- Please request a collection form from your account manager or at our collections department. (collections@amrod.co.za)
- Please accurately complete all the required fields on the form and forward to (collections@amrod.co.za). Clients who complete the form and return it several hours prior to their couriers/drivers collecting their orders, experience shorter waiting times and a more efficient experience overall.
- Please do not send your couriers to collect orders until you have received an email from Amrod notifying you that your goods are ready for collection.
- Please ensure that your courier knows who they are collecting for and how many orders they are collecting. All relevant sales order or invoice numbers must appear on the collection form.
- If you are a COD client, stock will not be released to couriers until payment is received. Please do not send your courier to collect if you have not effected payment and provided proof thereof to Amrod, and confirmed that we have received the proof of payment.

Amrod Cancellation Policy

- Written orders and online orders constitute as a binding contract and are legally enforceable.
- Once an order, exceeding the value of R5000 ex VAT or more, has been emailed or placed online, cancellations prior to collection will be subject to a 15% handling and admin fee.
- Any orders not paid for within 10 working days of being placed will be deemed to have been cancelled, and a 15% handling fee will be levied to your account where the invoice value exceeds R5000 ex VAT or more.
- In the case of cancelled orders where layouts have been created, a layout fee of R100 excl VAT per layout will be levied to your account, irrespective of whether we are able to meet your deadline or not, unless the branding deadline has been indicated to your account manager upon placement of order and he/she confirmed that the deadline could be met.
- For customers who are on account, no cancellation of orders will be accepted once final approval of artwork has been received.

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- Collected orders may not be returned for credit, unless approved in writing by management within 48 hours of collection, subject to a 25% handling and admin fee. Please do not return orders without prior written consent from Management. Orders returned without accompanying written consent and corresponding invoice will not be accepted by our returns department. Orders must be returned to Johannesburg office.
- Once stock of an item that is on special or “reduced to clear” has been collected no returns will be accepted, unless said stock is faulty.
- Cancellation fees need to be paid before further orders will be processed.

The following Terms and Conditions will apply to clients on our Jade Tier

(Please note that all other terms and conditions apply, as stipulated above)

- Orders may only be placed online. No emailed or verbal orders will be accepted.
- A call centre rather than a dedicated account manager will be available to answer your queries.
- In-house branding is available as per the branding guideline parameters (excluding embroidery). Only one change is permitted to the branding layout. Additional changes will be charged at R100.00 ex VAT per change.
- Sample orders may not be returned to the branches, please return to JHB at your own expense, for credit.
- Bulk orders may not be returned, unless approved in writing by management within 48 hours of collection, subject to a 25% handling and admin fee. Please do not return orders without prior written consent from Amrod Management. Orders returned without accompanying written consent and corresponding invoice will not be accepted by our returns department. Orders must be returned to JHB office, at your expense.

Company Name: _____

Contact Name: _____

Position held: _____

Signed: _____ **Dated:** _____

We thank you for reading our Terms and Conditions. Should you have any queries, please feel free to contact your account manager in this regard.