



## **Trade Terms & Conditions**

- Decorators/Architects /Corporate gifting/Hospitality are eligible for a trade discount off our Retail (incl. VAT) prices.
- We recommend making an appointment with our trade sales team at any of our stores and showroom to receive dedicated customer service on your visit.
- If you have not made an appointment at our stores and showroom, our retail teams will do their best to accommodate you.
- A 15% trade discount will apply for in store purchases less than R10000 incl. vat. Note you need to already be registered on our system to qualify for this instore purchase.
- Orders over R10000 incl. cannot be processed in store and will be processed by our trade sales team, of which you will receive a lead-time and invoice. The following trade discounts will apply:
  - 20% for orders under R50,000 incl. vat
  - 30% for orders between R50,001 – R200,000 incl. vat
  - 40% for orders over R200,000 incl. vat
- All prices are exclusive of transport.
- Prices are valid until December 2023; however, these are subject to change should we receive radical price adjustments from our suppliers.
- It may take up to 72 hours to process an order, after which a lead time and pro forma invoice will be provided.
- Lead times vary depending on the size of the order.
- Production on custom orders will only begin after a deposit or full payment has been received.
- Packing and shipping of orders will only begin after payment has been received.
- Returns are not permitted unless an item is faulty or incorrectly packaged.
- Communication regarding faulty or incorrectly packaged items are to be communicated with us within 72 hours of receiving your delivery.
- African Jacquard cannot be held liable for damage caused should the washing instructions not be followed.

### **Product specifications:**

- African Jacquard provides you with a unique range of products that are designed, woven, and manufactured in Cape Town, South Africa.
- All our textile products are woven from natural fibres such as cotton, linen and bamboo, and the use of natural fibres in our products may result in slight weaving, colour and manufacturing irregularities.
- There may be colour variations from the products depicted on our website and catalogue due to lighting and screen resolutions.
- All products have a woven African Jacquard tag sewn into the hem, along with a care label for washing instructions



#### APPRO:

- APPRO is permitted in store to the value of R10000 incl. vat, with a time frame of 48 hours to return the appro goods. Note, you will need to already be registered on our system to qualify for instore appro, and should the goods not be returned within 24 hours you will be invoiced for the goods.
- APPRO exceeding the value of R10000 incl. vat is ONLY permitted via our trade sales team. The length at which the products may be kept for is to be confirmed with our trade sales team prior to taking the product. Please note, you may be asked to pay a deposit should the time exceed 2 weeks.
- All products are to be returned undamaged.
- Should any products be returned with damages, you will be liable to pay for the product and will be invoiced at your discounted trade price.

#### Social Media/Blogging guidelines:

- When writing or blogging about African Jacquard, please remember to include links to our website <https://africanjacquard.com>
- When sharing or re-posting on social media, please remember to tag us appropriately: @africanjacquard
- Social media handles:
  - Facebook - [facebook.com/page.AfricanJacquard](https://facebook.com/page.AfricanJacquard)
  - Instagram - [instagram.com/africanjacquard](https://instagram.com/africanjacquard)