# Terms & conditions

### Order confirmation

* To start production, please reconfirm the order ASAP – at the latest within a week after receiving our pro forma invoice.
* We take up production only on receipt of your confirmation and receipt of a […]% advance payment.
* Delay in order confirmation can lead to changes in unit prices subject to the volatility in the supply of our raw materials.

### Payment

* 50% advance & balance 50% CAD.
* 100% advance will result in 3% discount on the total FOB order value.
* All advance (and balance) payments are to be sent by [method of payment].
* Sample development costs can be sent by [method of payment].
* All bank charges in the client's country will be for the account of the client.

### Lead times

* The normal delivery period varies between […] and […] weeks after receipt of the advance payment, depending on the order assortment, the time when the order is placed, and the method of shipment.
* For repeat orders the normal delivery period is between […] and […] weeks.
* In view of the volatile prices of raw materials, repeat order prices need to be reconfirmed before order placement – they will be maintained, as far as possible.

### Minimums

* Minimum order shipment value is FOB [US$ / € …].
* Minimum order quantities are […] to […] pieces per different product, depending on the specific product.
* Minimums for exclusivity for a particular design in a particular country or region can be discussed, depending on the size of the region.

### Design rights

* Our company has the sole rights to all the designs of all its products and as such these must not be copied in any form whatsoever.
* Our company does not grant automatic exclusivity for any of its products. Any request for exclusivity must be discussed and agreed on in writing and will need to consider among other things: distinct geographical location, specific sales targets / minimums and time limitations.

### Labelling and packaging

* The client sends all labelling and packaging instructions at the latest within […] weeks after the order confirmation.
* Any delay could adversely affect production time and subsequent order delivery.
* Prices are inclusive of normal wash care/composition label + seaworthy export carton packaging, with a carton gross weight of approximately 15-20 kg maximum.
* Any special labelling and packaging requirements will cost extra.

### Customised developments

* The costs for customised developments will be for the buyer's account. When an order is placed for a customised development, the sampling costs will be deducted in the invoice, up to a maximum of […].
* On receipt of your customised development requirements, we will revert with:
  + cost of development project
  + stages and time schedule for development and sampling
  + estimated selling price for the product involved
  + minimums required for sampling and production
  + order delivery time, if different from our normal time
  + questions, remarks and constraints, if any
* On finalisation of the development project, the client is to send the sample project development costs in advance by [method of payment] and their courier account number for sample dispatch.
* All sample courier costs will be for the client's account.
* The development time schedule varies between […] and […] weeks depending on the range and processes involved.

### Customised labelling and packaging

* Customised packaging, labels, stickers, tags, barcodes, and similar attachments to items will attract a surcharge, depending on the actual specifications.
* Customised labelling and packaging requirements may influence the lead time of your order.
* On receipt of your labelling and packaging requirements, we will revert with:
  + cost of development
  + expected time required for development and sampling
  + cost of your customised labelling and packaging
  + minimums required for sampling and production
  + lead time, if different from our normal time
  + questions, remarks and constraints, if any