

COPPERMOON RIBBONS & PRINTING TERMS & CONDITIONS

Returns & Refunds

- 1>Returns are the responsibility of the client, regardless of who is at fault. It is the client's responsibility to ensure that goods are returned to a designated collection point in its original packaging.
- 2.No items may be returned or exchanged unless prior arrangements has been made with Coppermoon Ribbons , which must be within 24 hours of delivery/collection and may be subject to a 25% handling and admin fee for non-faulty items.
- 3.It is the sole responsibility of the Client to determine that goods purchased are suitable for the purposes of intended use.
We cannot accept branded or custom made goods for exchange or refund.
- 4.Goods returned will be either replaced or a credit given at Coppermoon Ribbons 's discretion
- 5.No branded goods will be returnable if not branded by Coppermoon Ribbons.
- 6.Coppermoon Ribbons is unable to refund international clients unless the original amount was paid into our Capitec bank account. Amounts will be credited to the clients account and available for use against future purchases.
- 7.Coppermoon Ribbons cannot accept returns on incorrect items which have already been branded regardless of whether it's Coppermoon Ribbons 's fault or not.
- 8.Once stock has been collected from or delivered by Coppermoon Ribbons , we have no control over it. As such we do not accept responsibility for any damages or shortages not reported within 24 hours

Purchasing

- 1.All quotations are valid for a period of 7 days from the date of the quotation.
- 2.Work will only commence once the quote as well as Coppermoon Ribbons's Terms & Conditions have been accepted by Client.
- 3.Coppermoon Ribbons cannot be held responsible for incorrect product selection. The Client acknowledges that it is their sole responsibility to determine that the products ordered are suitable for the purposes for which they are intended. 4.Coppermoon Ribbons cannot be held liable for incorrect product selection.
- 5.All quotations are subject to the availability of products or services and are subject to any increases in the cost price, including currency fluctuations to Coppermoon Ribbons before acceptance of the order.
- 6.The order is only accepted by Coppermoon Ribbons once it has been confirmed in writing to the Client. Payment of a deposit does not constitute acceptance of the Clients order.
- 7.All quotes are subject to stock availability at the time of confirming the order. Stock changes on a daily basis and therefore stock availability cannot be guaranteed until both a deposit has been paid and we have confirmed the order with our Supplier. Payment of the 50% deposit does not infer acceptance of the order as Coppermoon Ribbons can only confirm stock once the Client has paid the deposit.
- 8.Coppermoon Ribbons shall be entitled to reasonably refuse any order placed by the Client. Coppermoon Ribbons shall under no circumstances be liable to the customer in any way if for

any reason Coppermoon Ribbons fails to deliver and/or fails to deliver on time any order or part thereof placed with Coppermoon Ribbons by the Client.

RUSH ORDERS – We provide a Rush Order service whereby urgent orders, for a 20% premium on the total value of the order, have a guarantee of completion within 3 – 5 working days after the approval of artwork and full payment of the order has been received and cleared in our bank account. The completion date will be agreed upon prior to starting any work for the Client. Lead times will be deemed to commence on the date and time that Coppermoon Ribbons receives in writing all signed off approvals of the artwork and payment of the funds have been cleared

Payment Terms

1.All payments made by the Client to Coppermoon Ribbons shall be made free of deduction, set-off, bank charges and commissions.

2.A 100% deposit based on the invoice is required on the placement of an order unless alternative arrangements have been made.

3.Full payment is required for all unbranded & rushed orders before we're able to confirm your order.

4.A company Purchase Order may be accepted at the sole discretion of management.

5.Goods will only be released once your order has been fully paid which shall include any applicable interest.

6.Please do not send your courier company for collection if payment has not been made as we will NOT release your order.

Please note that Electronic Funds Transfer is our preferred method of payment.

7.Cash payments will incur a 2.5% cash handling fee

Cheque payments not accepted

8.Note that due to currency fluctuations, we reserve the right to change prices without prior notification.

9.Coppermoon Ribbons cannot be responsible for missed deadlines if payment has not been received and cleared in time.

10.Upfront orders will only be released once proof of payment has been received & cleared in our Bank Account.

All orders are treated as Upfront Payment unless otherwise stated.

11.The Client has no right to withhold payment for any reason whatsoever and agrees that any extension of time given for payment shall be valid only if reduced to writing and signed by both parties.

12.Coppermoon Ribbons shall be entitled but not obliged to charge interest calculated in arrears on any account more than 30 days overdue at a rate of 5% above the prime overdraft rate of our Bankers at the time of the monthly calculation.

13.All discounts shall be forfeited if payment in full is not made on the due date.

14.Goods remain the property of Coppermoon Ribbons until paid in full. The risk in and to the products shall pass from Coppermoon Ribbons to the Client upon the date of delivery thereof by Coppermoon Ribbons to the Client or their agent. 15.Any delivery notes or waybill (be it a copy

or an original) signed by the Client, a representative of the Client (e.g. secretary, security) or a third party engaged to transport the products shall be conclusive proof that delivery was made to the Client.

16. Non-payment resulting in Legal/Collection fees being incurred, will be for the Clients' account.

RUSH ORDERS – We provide a Rush Order service whereby urgent orders, for a 20% premium on the total value of the order, have a guarantee of completion within 3 – 5 working days after the approval of artwork and full payment of the order has been received and cleared in our bank account. Completion date will be agreed upon prior to starting any work for the Client.

17. By confirming the order (whether via email or whatsapp) the Client acknowledges that they are entering into a contractual agreement with Coppermoon Ribbons and give Coppermoon Ribbons permission to apply any outstanding balance to the payment method provided until paid in full

Artwork for Branded Items

1. Our FREE ARTWORK redraw offer allows for upto 3 revisions of the same artwork where after any additional changes will be charged at R180.00 per change.

2. Any delay in providing your artwork may affect the delivery date. We cannot be held responsible for delays due to artwork issues.

3. Artwork needs to be approved within 7 days of the final artwork layout being sent to the client. Stock will be returned to our warehouse if artwork is not approved within this time frame and will incur a 25% cancellation fee.

4. Any changes requested to be made to the artwork may also affect the delivery date. We cannot be held responsible for delays due to artwork changes.

5. Branding cancelled after layouts have been generated will be charged for at R400.00 per layout.

6. No work will commence until Coppermoon Ribbons are in receipt of the duly completed signed off artwork approval. Any further changes, will require a new layout for final proofing before production starts which may affect the delivery date.

7. In order to sign off the artwork, Coppermoon Ribbons will furnish the Client with an artwork approval via e-mail or other electronic format. The artwork will illustrate the appearance of the Clients logo on the chosen product.

8. Our graphic designers check your artwork for misspellings and other mistakes (such as item colours, sizing, logo colour, logo locations), but due to order volume, there is inevitably the rare instance that an error might go unnoticed. For this reason, we strongly recommend that you take part in this process by carefully checking your artwork before signing off and approving. IT IS NOT SAFE TO ASSUME ANYTHING.

9. Coppermoon Ribbons cannot be held responsible for any wrong interpretations of the artwork or order approval, so if you have any questions or if something is unclear, please contact us to clarify the matter.

10. COPPRMOON RIBBONS IS NOT RESPONSIBLE FOR ANY TYPOGRAPHICAL MISTAKES OR ERRORS THAT ARE OVERLOOKED AND LATER APPROVED BY THE

CUSTOMER. In addition, Coppermoon Ribbons cannot be held responsible for any damages that may be incurred as a result of the error or mistake after the order has been printed and accepted by the customer.

11. Layouts sent in colour via email are not a true reflection of the colour but a mere indication of what the product will look like due to the variations in computer monitor colouring.

Please note: NO artwork approvals will be accepted telephonically.

12. Once artwork has been approved and plates/ screen made, any changes thereafter will be charged accordingly.

13. *The Client understands that the branding of promotional products is not always permanent and may wear off over time. If the Client requires permanent branding, then they are required to put it in writing when placing an order prior to proceeding with the order.*

14. Printing colours will be matched as close as possible to Pantone colours or swatches supplied. We cannot guarantee 100% colour match due to the different materials used in promotional products

Cancellation of order

1. Confirmed Orders (by email or whatsapp) constitute a binding contract and are legally enforceable.

2. Once an order has been emailed, cancellations for that order will only be entertained if no branding has taken place and will be subject to a 25% handling and admin fee. A further R350-00 per layout will be charged if a layout was created.

3. No cancellations of an order will be accepted on any branded items, custom made items or specially imported items.

Any order is subject to cancellation by Coppermoon Ribbons due to Acts beyond their control including but not limited to: inability to secure materials, supplies or power, riots, strikes, lockouts, labour disputes, civil disturbance, war, acts of God or fire.

4. Orders that have been branded and remain uncollected for 30 days will be given to charity

Delivery & Collection Terms

1. Orders must be collected within 5 working days from order being ready for collection (unless alternative arrangements have been made). Orders not collected within 5 working days will be deemed to be cancelled and will be returned to stock or sold to offset our costs.

2. At the Client's request, Coppermoon Ribbons will arrange for goods to be delivered to the Client via an external courier service, which costs shall be debited to the Client and payable prior to delivery of the goods

INSURANCE: Should the Client require the goods to be insured, then the Client will be liable for the payment of such insurance upon dispatch of the goods by Coppermoon Ribbons.

3. Requests to insure goods must be made in writing and accepted by Coppermoon Ribbons. It is strongly advised that Clients arrange insurance with their account managers prior to dispatch.

4. Any third party engaged in transporting the goods shall be deemed to be the agent of the Client irrespective of which party gave instructions to or paid such third party.

5. Damaged or missing products need to be advised in writing to Coppermoon Ribbons within 24

hours of receiving the goods. Please check your goods immediately upon receiving them as we are unable to rectify errors or omissions more than 24 hours after the goods have been delivered.

6. Goods delivered in damaged packaging or the external box shows proof of being tampered with, needs to be indicated on the delivery slip when signing for the delivery of the goods. This must be forwarded to Coppermoon Ribbons within 24 hours and if possible, a picture to be forwarded of the damaged packaging.

If items have to be re-delivered because they were refused, un-deliverable or unclaimed due to incorrect address details provided by the Client, then the Client will be billed and held liable for any additional delivery costs.

7. Coppermoon Ribbons shall be entitled in its sole discretion to split the delivery of the products ordered in the quantities and on the dates it decides. Clients may receive several shipments on different days depending on the products ordered.

8. Delivery will only be arranged once FULL payment has been received and cleared in one of our bank accounts.

9. The delivery address needs to be easily accessible for the couriers. Courier drop off is at the front door of the address provided to us.

Rush Orders

We do offer rush orders on some products at an additional fee.

However this will only be applicable for stock items/colours available. Please send us what you need and for when items are needed.