



TERMS AND CONDITIONS OF WELO PROMO HOUSE.

ORDERING POLICY

1. All orders are to be written, either faxed or emailed to either salescc@welo.co.za or your appointed sales representative.
2. All quotations will remain valid for a period of 14 days only, from the date of the quotation.
3. Work will only commence or materials will only be ordered, once quote with layout design and terms & conditions have been accepted as well as Payment Terms as per the quotation have been met by Customer.
4. It is the sole responsibility of the Customer to determine that the products or services ordered by it are suitable for the purposes of intended use.
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 Welo Promo House before acceptance of the order.

PRICING / PAYMENT TERMS

1. Note that due to currency fluctuations, we reserve the right to change prices without prior notification.
2. Upfront orders will only be released once proof of payment has been received & cleared in our Bank Account. Welo Promo House cannot be responsible for missed deadlines if payment has not been received in time.
3. All orders are treated as Upfront Payment unless account facilities have been approved in writing.
4. We reserve the right to withdraw or amend credit facilities at our discretion.
5. The Customer 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 in writing and signed by both parties.
6. All discounts shall be forfeited if payment in full is not made on the due date.
7. Goods remain the property of Welo Promo House unless paid in full.
8. Non-payment resulting in Legal/Collection fees being incurred, will be for the clients' account.
9. Welo Promo House shall be entitled but not obliged to charge interest calculated in arrears on any amount due to it by the Customer at a rate of 2% above the prime overdraft rate of our Bankers at the time of the monthly calculation.

SPECIAL IMPORT PRODUCTS

1. A 70% deposit is required for all orders that are from Special Import.
2. Branded / Unique Company Designed Samples requested may not be returned for credit.
3. No cancellations will be accepted once an order has been faxed, emailed or the deposit has been received.

STOCK HOLDING

Stock will only be reserved for your job once payment has been received by Welo Promo House.

WELO PROMO HOUSE

Company Reg No. 2009/117195/23



Contact Details:

Tel: +27 11 391 2777
Email: salescc@welo.co.za
Web: www.welo.co.za
Fax: 086 521 6498



Registered Office

Welo Promo House
7B Karin Place
Glen Marais
Kempton Park
Gauteng
1619



Postal Address

7B Karin Place
Glen Marais
Kempton Park
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B-BBEE LEVEL 4 STATUS

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YOUR LEADING COMPANY IN CORPORATE GIFTS; CORPORATE CLOTHING, CAPS, BRANDING, GRAPHIC DESIGN, SIGNAGE & VEHICLE BRANDING



DELIVERY / TRANSPORTATION

1. Delivery times quoted are estimates and are not binding on Welo Promo House until the job is in production.
2. Delivery Prices will be quoted on an individual job basis.
3. Damaged or missing products need to be advised in writing to your Welo Promo House account sales representative within 48 hours of receiving the goods.
4. 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 Welo Promo House within 48 hours and if possible, a picture to be forwarded of the damaged packaging.
5. If items have to be re-delivered because they were refused, undeliverable or unclaimed due to incorrect address details provided by the client, the client will be billed and held liable for any additional delivery costs.

RETURN POLICY

It is ultimately the sole responsibility of the purchaser to determine that the goods purchased are suitable for the purposes of intended use.

1. No items will be returned or exchanged unless prior written authorization has been obtained from Welo Promo House Management within 48 hours of delivery / collection.
2. We will not accept branded goods for exchange.
3. **Samples:** No refunds/exchanges after 7 days of purchase.
4. **Orders:** All non-faulty returns/exchanges will be subject to a handling fee of 25% the total amount of the invoice.
5. Under no circumstances may goods be returned to any of our physical addresses without prior written arrangement or invoice

CANCELLATION POLICY

1. Written order (faxed or by email) constitute a binding contract and are legally enforceable.
2. Once an order has been emailed or faxed, cancellations for that order will only be entertained if no branding has taken place and will be subject to a 15% handling and admin fee and R350-00 per layout if a layout was created; No cancellations of order will be accepted on any branded items.
3. Any order is subject to cancellation by Welo Promo House 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, fire.
4. Orders that have been branded and remain uncollected for 30 days will be given to charity.

SAMPLE POLICY

As the purchaser has the sole responsibility of determining that the goods purchased are suitable for the purposes of intended use, we strongly encourage that the purchaser obtain samples of the items and we make these available for purchase.

1. Allow 5-7 days for local products, if these are not available from our offices / showroom.
2. Returns:

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For a refund to be processed -

- samples must be returned in original condition as well as original undamaged packaging.
- Importantly, when returning samples, the original invoice relevant to the samples needs to accompany the returned goods before a credit note will be issued and a refund effected.
- Damage to any part of samples or packaging will result in samples not being accepted for return.
 - Product Price < R50.00 – These may NOT be returned once purchased for a credit or a refund.
 - Product Price > R50.00 – 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.

Branding Terms & Conditions

Some of the printing methods we use such as Pad or Litho print are a sensitive type of print and certain procedures must be followed in order to maintain the integrity of the print. This includes a curing period for the ink. Should this curing period be compromised against our recommendation, the prints may become unsatisfactory. Welo Promo House will not be liable for any defects resulting from it being required to expedite delivery ahead of time needed for the proper production of the order.

Acceptable file formats:

- Vector artwork is preferred - (.CDR / .EPS / .AI / .PDF / .FH)
- We accept PC format artwork only.

If Artwork is received in the correct format we will do our utmost to generate layouts within 24 hours. Artwork not received in the correct format may take up to 72 hours to redraw.

Preparation of artwork:

- All fonts must be converted to 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).
- Unacceptable formats: Word or Excel files, .gif, .jpeg (under 600dpi), Power Point.

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General:

1. Please forward the electronic artwork directly to your account sales representative.
2. Layouts or sample, specimens, sketches, photographs or any representation whether partial or total of the finished product will be submitted to the Customer for Approval. Acceptance of such proofs by the Customer or any employee of the Customer will bind the Customer and Welo Promo House will not be liable for any errors contained in the approved copy.
3. Any alterations or additions may not be effected unless agreed to by both parties, reduced to writing and signed off by the Customer.
4. Upon written approval of layouts please confirm with your sales rep / account manager that they have received your signoff.
5. Creative Brands cannot take responsibility for non-delivery of orders if layout approval is not received.
6. Branding will only commence once full payment for stock and branding has been received & bank cleared (where a client is not on payment terms) and artwork has been approved.
7. Please confirm that proof of payment has been received by your account manager. Unfortunately faxes can and do sometimes go missing. We cannot take responsibility for missed deadlines if payment has not been confirmed with your account manager.
8. Welo Promo House shall not be required to work to tolerances closer than those applicable to the materials obtained by it in the ordinary course of trade, or supplied to it by the Customer. Welo Promo House will not be held liable for any variations in the standard, quality and performance of such materials.
9. Delivery dates are quoted from the day after artwork approval and receipt of payment - whichever is later.
10. Amendments made to proofs 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:

1. Artwork received in the correct format will not be charged for.
2. Artwork not received in the correct format will attract a redrawing fee of R350. This fee will accommodate 2 further changes to the layouts, whereafter any additional changes will be charged for at R150.00 per change.
3. Branding cancelled after layouts have been generated will be charged for at R350.00 per layout done.

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