



Terms & Conditions 4 Wooden Accessories, Mobiles & Edu-Toys

- **Price**

Cassie's Creations reserves the right to change the price without notification, the only valid price that will be honoured is the price that is quoted, ensuring that the quote is still valid

- **Quotations**

Once a quotation is provided, it will be valid for 7 days

- **Payment**

When a Quotation is accepted and an Official Order is placed, 50 % Deposit is required either in cash or EFT – **REGRETNo Cheques, Credit Cards or Debit Cards**. If order is been paid by EFT, the order will only be processed once the funds clear. On Collection of Order, the Balance of 50% is required to be paid, should the Balance be paid via EFT, the funds need to clear in the account first before the Order will be released.

- **Delivery**

A Standard Lead Time for Delivery will be **4 weeks or± 20 working days** can be expected from the date when 50% Deposit is received. The client of Cassie's Creations must take into consideration that the items offered are custom made. We will take every care to get our orders out on or before the Standard Lead Time Expires, but, as is our environment we live in, Cassie's Creations will not be held liable for delays in orders caused by strike actions, supplier delays, theft, fire; or any other unforeseen situation.

Please take note: The above Standard Lead Time for Delivery, is **NOTAPPLICABLE** for orders that need to be posted to the Client, a further waiting period will of ± 7-14 working days apply in accordance to the Standard South African Post Office – All Postage Costs will fall into the clients account.

- **Client's Obligations**

The Client is obligated to read and fully understand our Terms & Conditions before placing an official order.

The Client needs to double check their quotation that items quoted are correct. Once the quote process is completed, the Clients need to ensure that the **ITEM, QUANTITY, COLOUR CODE, THEME and CUSTOMER REMARKS** are all correct on the Order Form as Cassie's Creation will not be liable for any orders been incorrect once the order form has been signed and 50% deposit has been paid.

Please also take note as the Client, once Deposit has been paid and the order form signed off, **NO ALTERATIONS TO ANY ORDER WILL BE MADE**

- **Supplier's Obligations**

Cassie's Creations are obligated to ensure the best communication on the products, and ranges provided to the client, and to ensure the best possible service is given to the client.

Cassie's Creations is obligated to keep the Client informed at all times should an unforeseen situation arise. In such a situation Cassie's Creations will go the extra length in coming to a resolve of the situation **should** it be something **within the company's control**.

- **Availability of Stock.**

As Cassie's Creations is a Company that supplies **custom & hand-made items**, there will be no guarantee whatsoever that the exact items (especially in the case of the mobiles) can be sourced a second time, the items purchased are bought in bulk, and once the stock is finished, we might not get the same items again.

- **Declaration, Products & Website**

Please take extra note that some pictures under Gallery on the website, are for illustrative purposes only – and although we can make items almost identical to previous orders, it is the policy of Cassie's Creations (especially regarding the hand-made mobiles) to create unique items for every client that comes to us, we are not a mass producing company that thinks every child is the same, and so provide duplicate products. Every Client; be they the Mommy-to-be, Mommy, Granny, Aunty or whoever, we consider you unique and want to treat you as such.

Please also be aware that the colours illustrated on the website may differ to that of the end product.

- **Cancellation and Refunds**

It is the policy of Cassie's Creations **NOT** to accept any order cancellations, should a Client insist on cancelling the order that has already been processed, they **WILL BE LIABLE TO PAY THE FULL ORDER AMOUNT**, and the order will be kept by Cassie's Creations for resale.

Also, due to the type of business, being a supplier of **custom & hand-made items**, we regret that we **DO NOT** refund.

Clients are to ensure that they check their order on collection, because no refunds are given.

I, _____ hereby acknowledge that I have read the above terms & conditions

on this the _____ of _____, _____. My signature below indicates that I have read, understand and agree to the terms & conditions stipulated.

Signature: _____