

## Clear Design Terms and Conditions

### Product Pricing

- All quotes written or verbal are **QUOTE ESTIMATES** based on initial information received.
- Any changes in Product Design, quantity, extras or additions including overtime work will necessitate a review of the initial cost estimate and subsequent quotation.
- All prices quoted are trade prices. Discounts are only offered on order volumes of 1000 units or more.
- All prices quoted **exclude of 14% VAT**. Unless stated otherwise
- All prices quoted exclude packaging and delivery unless confirmed in writing.
- Quotes are valid for 30 days from date of issued.
- All prices are subject to change without notice.
- Discounts are not available on modified or customized products.
- A small bespoke order is subject to a minimum production set up Fee of R 600.00+VAT.
- A Small printed bespoke order is subject to minimum printing and set up Fee of R 550.00+VAT.
- Client to confirm all relevant information so that an accurate costing can be confirmed. Please supply detailed sketched drawing if available, computer added drawing files in DFX or AI format, plus a Photograph of the product or sample of product if available.
- Clear Design is willing to review their Product costing structure with proof of a valid alternative quotation.

### Sample costing

- Samples are billed at the cost for producing a single unit or will be subject to the minimum production and print set up Fee as defined above.  
**Whichever is the greater value will apply in determining the product sample costing.**
- If requested, Pre-production samples, and or Product drawings will only be supplied to clients on confirmation of order payment.
- Should **no design changes** be required to the requested pre-production sample duly received from Clear Design for approval and sign off, then the sample will be included as part of the order and client will not be charge for sample.
- Any requested changes to the first pre-production sample received from Clear Design will necessitate that this first sample be charged for at the selling unit price of a production unit as this first sample cannot be regarded as production unit.

### Placement of order

- We require written confirmation for your order together with all your invoicing details needed to be included on your invoice from Clear Design.
- On receipt of your Order confirmation (Company Order No.) together with a copy of Clear Design's acceptance of quotation duly signed Clear Design will issue an invoice for due payment.
- No order will be processed until full payment is received.
- If any special packing instructions together with shipping details are required, this must be confirmed at time of order confirmation with Clear Design. This is needed to ensure all relevant arrangements are made for compliance to the request plus confirmation of any associated additional costing.
- Clear Design operates on a first come first served basis. Please place your order timeously in order to meet your deadlines.
- No Goods may be returned to Clear Design as products are made to order. It is the client's responsibility to ensure product requirements are correct prior to manufacturing and the safe receipt of completed products.
- Working hours are from 8:00am to 4:30 pm Monday to Thursdays and 8:00am to 4:00 pm on Fridays.
- Clear Design is a manufacturing company and does not offer installation services.

### Order Confirmation / Acknowledgement

- Clear Design will send a confirmation email for all received orders together with Tax Invoice for due payment prior to release of Works order into production. If required Clear Design will send through drawings for approval and sign off after receipt of payment. On large orders arrangements for the approval and sign-off of a pre-production sample will be made prior completing the order balance.
- Delivery and completion dates are estimated at time of order placement. Unexpected delays do happen from time to time in a manufacturing environment. Delivery and material availability can also cause delays.
- Any changes to product design after order has gone into production will affect delivery date and any associated extra costing will be incurred for clients account.

## Payment

- Clear Design accepts payment via EFT- internet transfer or cash.
- Clear Design offers secure internet payment option by credit card with **PayFast** for local and internal clients
- No order will be processed until full payment is received.
- Changes of payment terms will not be entertained unless agreed by all parties and confirmed in writing prior to placement of order.
- Products remain the property of Clear Design until paid in full.

## Packaging

- Clear Design will automatically package products in bubble wrap, plastic bags or in a cardboard box to allow for ease of handling when collecting. Please be aware this packaging is not correct for shipping with Courier companies.
- Special packaging will be provided on request from Clients at the time of placement of order. This additional cost will be confirmed in final invoice.
- Double walled cardboard boxes will be used to package items including the use of bubble wrap and polystyrene will be added for extra protection when needed.
- For Safety all packaged items will be labelled **-FRAGILE -HANDLE WITH CARE - DO NOT DOUBLE STACK**

## Product Storage & Handling

- Clear Design is a custom manufacturer with limited space for storage of finished products. Clear Design expects our clients to accept orders as soon as they are completed.
- Clear Design will not be held liable for any malicious damaged to products including damage to printing caused by poor handling by client's staff or contractors.
- It is the responsibility of the client to correctly instruct all staff and contractors to safely store and handle products received from Clear Design.
- All acrylic products including printed artwork **must only be cleaned by using a clean light soapy water solution and soft clean cloth for drying.**
- Ink will be damaged if any sharp object is rubbed against the ink surface.
- Acrylic material and printed artwork will be damaged if cleaning spirits, alcohol or liquid thinners is applied to surface.

## Delivery

- If clients cannot collect goods. Clear Design will arrange delivery and will add the costs thereof to clients final invoice for due payment prior to shipment of goods..
- Clear Design contracts to a **local delivery service**. This service covers only small items for same day or next day delivery depending on the time of day the items leaves Clear Design.
- **Country wide and international delivery**. Clear Design contracts to a courier company with working knowledge of the importance of safe guarding parcels from Clear Design for long distance shipping.
- All items delivered through Clear Design contracted services are automatically covered by insurance against damage.
- **DO NOT SIGN** for deliveries unless you have checked product and you are satisfied.
- Risk in the products shall pass to the client when products are delivered or collected from Clear Design.

## Shipping Damage

- If the packaging is damage inspect products and report damages immediately.
- You must notify Clear Design of any damage within 24 hours of receipt of your order.
- Clear Design is not responsible for any damage that is noted after 24 hours of receiving your product.
- If you see visible damage to the cartons or the product, immediately write down any and all "EXCEPTIONS" on the Delivery Receipt. Please do this prior to the courier company leaving and contact Clear Design immediately
- If clients arrange collection, it is the responsibility of the client to inform their staff and contracted delivery service to put steps in place to safe guard products during transport.

## Insurance claim

- Clear Design required detailed photos to be sent through with in the first 24 hours from receipt of shipped product in order to file an insurance claim.
- If Clear Design own contracted delivery service is used, arrangements will be made by Clear Design to collect damaged items for use in filing insurance claim.
- Replacement product will be put into production as soon as possible.
- To ensure an early response all correspondence associated with an insurance claim must be by emails to and from Clear Design including photographs of damaged product.

# CLEAR DESIGN

*Acrylic Fabrication at it's Best!*

**design | manufacturing | cutting | print**

## **Product Design**

- Clear Design does not offer design services, but will offer to facilitate efficient manufacturing techniques of end product. Design ideas and amendments submitted by Clear Design remain the property of Clear Design and may not be used by third parties without written consent of Clear Design. All designs and manufacturing techniques are protected by intellectual property rights and are owned by Clear Design. Clear Design reserves their rights in this regard.
- Clear Design reserves the right to use manufacturing overruns for marketing purposes.
- Copyright of all products and manufactured techniques by Clear Design or any design, illustration, photograph or drawing produced by Clear Design remains the sole property of Clear Design.

## **Acceptance of Quotation**

- Client acknowledges that all relevant product details and the intended use of the product have been accurately portrayed and details discuss with Clear Design to be true and factual in order for Clear Design to correctly manufacture product for its intended use.
- Client acknowledges that all sign-off drawing or preproduction samples submitted by Clear Design are correct at the time of sign-off and that any changes after final go ahead has been given or changes requested during production will incur additional costs for Clients account
- Client agrees with all Clear Design Term and Conditions.
- The Right of admission is reserved.