

## How to Order:

1. Fill in the relevant information via form.
2. We will reply with an updated price for you.
3. When Quote is accepted, Invoice will be sent.
4. When paid, payment confirmation is received and funds are visible in our account, production moves forward.
5. When finished, client will be informed via email.
6. Finished products can be collected via client's own courier or courier service can be arranged at an additional cost.

**P.O.R – Price on Request** - Due to raw material price fluctuations, we will send you the best accurate price as part of our service to you.

### **PLEASE NOTE:**

- All Products are Made to Order.
- Orders will NOT be accepted by phone/ Verbal contract.
- All Orders must be received in writing via e-mail – [shop@hgpromotions.co.za](mailto:shop@hgpromotions.co.za)

## Terms and Conditions

The following terms and conditions apply to HG Promotions PTY Ltd and the person or entity identified as the Client whose signature appears on the Client approved Quotation.

### Production:

- We do not carry stock, so please order in advance.
- Lead Time on Production (Except Clothing & Apparel Products) is 10 to 20 working days from date of cleared payment.
- Lead Time on Clothing and Apparel Products is 6 – 12 weeks from date of cleared payment.
- For Urgent/ Short Lead Time orders, there will be at an additional cost and will be liable to availability of production.

### Payment Terms:

- Full payment required before order is processed.
- Payment via EFT with emailed payment confirmation to [shop@hgpromotions.co.za](mailto:shop@hgpromotions.co.za)
- Order will only be processed, once payment is cleared in account.

### Exchanges/Refunds:

- Unfortunately, NO refunds on any orders, please make sure of ordering correctly. (Ask, if you don't know).
- If defective product is found on opening of goods, exchanges will be given on that specific product. (With Proof Provided).

### Delivery:

- Delivery is not included in pricing.
- Delivery can be arranged via Courier service and added to client's invoice. *PLEASE NOTE: Products are NOT insured.*
- Clients own courier service can also be sent to collect.
- If client needs to collect in person, it can be arranged with management but is liable to availability and convenience.

**Confidentiality:** Any confidential information or material which is obtained during all product interaction as well as all transactions is kept confidential at all times and will not be shared with any third- parties. No exposure of any confidential information will be done except with the prior written consent of the Client or if directed to do so by a competent Court provided always that such information has not previously entered the public domain by other means.