

DESIGN CODE

Your Space Our Designs

QUOTATIONS:

- Can be requested telephonically, by email, or website.
- Quotes are valid for 10 days only as stock availability and pricing vary frequently.

ORDER PLACED:

- Requirements once order is placed:
 - An invoice will be processed.
 - A full payment is required.
- Orders are only processed upon receipt of deposit payment.
- The delivery period noted on the invoice is only applicable from the day deposit /payment is received.
- Delivery charges will be included on the invoice when applicable or can be added should a special trip have to be made to accommodate customer.
- Only once an order is placed – payment made – will suppliers begin the manufacturing process.

ORDER ACCEPTED:

- Design Code HH reserves the right to cancel an order in circumstances which are beyond our reasonable control.
- Your order becomes binding as soon as you have accepted it and orders cannot be cancelled once manufactured (i.e. Any item custom made to customer requirements) Should an order be delayed by customer further than the agreed time period, 80% of invoice amount will be due as at original delivery date, and the invoice will be changed according to price increases until such time the furniture can be delivered or is paid in full and can be delivered. Design Code HH reserves the right to charge for storage fees after the date of delivery noted on the invoice.

METHODS OF PAYMENT:

- Cash (Final payments will have to be paid into our bank account – no cash may be handed to our delivery staff)
- EFT (Electronic funds transfer)
- Online credit card payments (We can send a link which will guide you through an online credit card payment via our website and Paystack as payment gateway.)

- Special custom orders may not be cancelled.
- Delivery charges may be required and will be invoiced accordingly. Should the delivery date be changed by the customer, additional delivery fees may be applicable and new delivery date cannot be guaranteed if other deliveries have already been scheduled for the new date.
- The product remains the property of Design Code HH until full payment is received.

CHANGES, CANCELLATIONS, & REFUNDS:

- Design Code HH reserve the right to cancel an order.
- Requirements when ordered product is not up to
 - Proof of purchase,
 - Product must be in the condition you received it.
 - No refunds will be made but a product may be rectified or replaced if there are manufacturing defects to an exact credit equal to the price of the product purchased after delivery fee deduction.
- Design Code HH reserves the right to charge administration fees for cancelled orders.
- Any changes to orders must be made prior to manufacturing.
- Deposits on cancellations after the completion of a custom unit will not be refunded.

DELIVERY:

- An accurate delivery address must be supplied.
- GPS Co-ordinates may be requested.
- **Even though we ALLOW for a 4-6 week lead time – An exact delivery DATE OR time cannot be guaranteed – DELIVERY of product may be affected by circumstances typically described as force majeure, including but not limited to states of disaster, labour unrest, strikes, natural disasters, including localised flooding (and extreme weather), electricity outages (like Loadshedding and Blackouts), disease, and so forth.**
- Date of delivery will be arranged about a week before the delivery.
- Acknowledgement of receipt of the product must be signed.
- Design Code HH carry the risk of loss or damage until product is delivered.
- Until payment is complete, the product remains the property of Design Code HH.
- Delivery vehicles are sometimes large – please check that they can gain access to your property.
- Customer must advise when special arrangements need to be made for delivery vehicle to enter property.
- **Delivery is to your doorstep**– Design Code cannot be held liable for any form of breakage or damages beyond that point. **On delivery, our staff may deliver to the room of your choice** should it be safe to do so. Deliveries must be done quickly Staff may not move furniture for customers unless this has been arranged. Please ensure easy access and remove the furniture being replaced in the rooms being delivered in. Additional fees will be added should delivery be delayed in any way by customer whilst staff are trying to put furniture in rooms upstairs or vehicle cannot gain access and furniture needs to be carried long distances without prior arrangement by the customer.
- Delivery charges may be added – to be confirmed upon invoicing – or added at a later stage should customer require a special trip to be done for their delivery another date not discussed when invoiced.
- Specific delivery dates – Design Code HH will try their best to accommodate customer – this must be discussed with management only.
- Should an order be delayed due to customer not being ready – balance of order will be payable as noted on the invoice.

- Storage costs may be applicable when customer is unable to accept delivery as per order.
- Condition of furniture must be checked for defects to be reported within 48 hours. It is important to note that when furniture is delivered, there can be a strong smell which is the varnish and may need time to air out.

Installation:

- Installation happens immediately upon delivery, allow for time for the team to work and install purchased items. If client/customer is not available, Design Code HH will try our best to arrange for another date. Additional travel charges will be invoiced.
- Most of our items when delivered will need to be installed by our team upon arrival. Please note by purchasing our products that have lighting features, plumbing, and or require to be fixed to walls, you are giving full consent to allow our team to drill and or open to allow for connection points where needed. Our team will ensure to provide a neat, completed installation.
- Furniture is all handmade – Measurements are approximate and may vary.
- Every item on the website has a size, and that is the size the client orders, unless requested to be changed, if incorrect orders on size are placed and items do not fit on site then Design Code HH cannot be held responsible. However, we will try our best to assist in finding a solution where possible.

GUARANTEE ON PRODUCTS:

- One year manufacturing/product guarantee.
- Any defects to the product until delivered to you are covered.
- Once delivered – a one year guarantee is applicable if any manufacturing defects occur. Please note that damage or wear is not covered under manufacturing defects and items must be kept in-doors and maintained as stated below or our guarantee will not be honoured.
- Thereafter – a fee will be charged to collect, repair and return to customer.
- All wooden furniture must be maintained by oiling or polishing at least once a month.
- Design Code HH – all furniture is INDOOR only – once placed outdoors guarantee falls away unless otherwise specified.
- Furniture to be returned to Design Code HH by customer or collected by Design Code HH only when possible.

DESIGNS, COLOUR, FINISH AND INCORRECT ORDERS:

- All products displayed for purchase on our online store are a design impression, and are computer generated. We have put together finishes which will try match the image as close as possible. However, colour may differ slightly due to lighting.
- When placing an order – ensure that the type of timber and colour or stain requested are correct. Design Code HH will always try their best to match colours but cannot guarantee exact matches. Bear in mind that solid timber has different grains and colours can vary from one tree to another and cannot be compared to veneer furniture.
- There can be a variation in colours – especially when items are manufactured at different times. Old solid wooden furniture colours will be different to the newly manufactured furniture. Time changes colours of timber.

- Very important to note that timber can have different grains, blemishes and colours, which is natural not a defect in wood.
- Design Code HH cannot be held liable for incorrect measurement/orders being placed.
- Wood is a natural product, so every piece has unique features.
- Wood moves and can display settling cracks or slight shape changes with time.

ACCESSORIES: UPHOLSTERY:

- No accessories or soft finishing's included – unless invoiced.

By making payment the client/customer accepts the above Terms and Conditions.

Design Code Head Honcho

Johannesburg

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