

whatnot

Terms & Conditions of Sale

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Standard Orders

1. Only written orders will be accepted.
2. Where a company/organization works on a Purchase Order system, Whatnot will only action an order on receipt of an official Purchase Order.

Reservations

1. Stock reservations will be held for 7 (seven) consecutive days.
2. Should you wish to reserve stock for a longer period, we will require a securing deposit of 25%, non refundable should the reservation be cancelled.
In this instance the fabric or leather will be prepared and set aside for the final order confirmation.
3. Reserved stock with a securing deposit will only be held for 30 days unless special arrangements are made for a longer period.

Special Orders (for nonstock items)

1. Must be placed by the Purchaser in writing.
2. Orders will only be placed with our supplier once a 60% deposit has been received.
3. Lead time can only be confirmed once deposit has been received by Whatnot.
4. Cancellation of a special order/non stock item will result in the deposit being retained.

Cancellation of Orders

1. Orders may be cancelled prior to cutting without incurring a handling fee.
2. In the event that the order is cancelled once the fabric has been cut, the Purchaser is liable for a handling fee of 25% of the invoiced value.
3. If the order has been dispatched and returned, with no error on the part of Whatnot cc, the purchaser is liable for 25% handling fee and the cost of the courier/delivery fees to from the purchaser.

Returns Policy

1. Returns for defective materials will only be accepted within 7 (seven) days of receipt/ collection/deliver by the client.
2. No returns will be accepted/entertained if the fabric/leather has been cut, dyed, chemically treated.
3. Returns will only be accepted if the original invoice is submitted with the return.
4. Please ensure that you receive a signed copy of a Customer Goods Return Note from our stores, this is your and our proof that we received the returned goods.
5. No returns will be accepted after 7 (seven) days unless prior arrangement with management has been made and approved.
6. Credit will only be passed once the fabric or leather is assessed in our stores and deemed defective.
7. If the fabric or leather is deemed non defective, a handling fee of 25% will be charged as well as all courier/delivery charges will be recovered.

Returns Policy contd...

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8. Should the fabric or leather becomes defective within a period of 3 (three) months from date of delivery and taking into account its intended purpose and normal use as well as taking into consideration the following;
 - a. Dye-lot variations may occur fabrics and leather and are unavoidable.
 - b. Subtle textures, slubs, colour and weaving irregularities associated with natural fibres are not considered defects.
 - c. Pilling: Pilling is a characteristic of many synthetic upholstery fabrics. This happens due to excess fibres migrating to the fabric surface and forming a ball and is not considered a defect.
9. Whatnot will not accept returns as defective if fabric/leather;
 - a. Has been chemically treated after purchase.
 - b. Has faded as a result of exposure to harsh sunlight and will be accepted as fair wear and tear in line with its normal intended use.
 - c. In line with SABS quality standards, 5 (five) flaws within 50 (fifty) metres are considered commercially tolerable.
 - d. Has caused loss or damage to the purchaser as a result of the product being incorrectly cleaned or handled.
10. Whatnot shall not be responsible for consequential loss or damages as a result of a defective or hazardous product or allergic reaction.
11. If the fabric/leather is deemed faulty a replacement will be issued at no cost to the purchaser.
12. In the event that an incorrect fabric was supplied, Whatnot will replace the order with the correct fabric and will raise an invoice for the replacement. A credit for the incorrectly supplied fabric will only be passed once the incorrect fabric/leather has been received by Whatnot.
13. No returns will be accepted for stock supplied at special or discounted prices or sale items.

Payment Terms

1. COD term customers: Orders will only be dispatched once payment has reflected in Whatnot's official bank account or payment on site by credit card has been cleared.
2. 30 Day accounts: Orders will only be dispatched if the account is within the approved credit limit and the account is up to date.
3. No orders will be dispatched where the account is in arrears.
4. Arrears accounts: accounts need to be brought up to date in before any order will be dispatched.
5. No settlement discounts are applicable on any amount.

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Delivery Charges

1. All prices on our pricelist are ex works Whatnot Kramerville, Sandton Warehouse/ Showroom.
2. All delivery/courier charges are based/calculated on the basis that the goods are being delivered from Whatnot Kramerville and courier/delivery charges are based/calculated on the distance from Whatnot Kramerville to the client's nominated delivery address.
3. Where the client has arranged their own collection the risk of loss or damage is passed onto the client upon collection.
4. Where Whatnot's driver, agent or courier service delivers the goods the loss or damage is passed onto the client upon delivery.
5. Proof of delivery
The Purchaser agrees that the signature of any employee or agent on a Whatnot official, proforma, delivery note, invoice, Whatnot manual delivery note or waybill will constitute proof of delivery of goods purchased.