

## Delivery policy

### DELIVERIES AND COLLECTIONS

#### Deliveries

A FEE IS CHARGED FOR ALL DELIVERIES. The customer will be charged for the cost of delivery (plus tax) which will be reflected on the appropriate invoice in accordance with the prevailing Authentic by Design policy.

Authentic by Design will contact the customer to arrange delivery on any weekday between 09h00 and 16h00. No deliveries will be made during weekends or on public holidays. Reasonable endeavours will be made to deliver the product on the arranged time and date.

Circumstances that are unforeseen or beyond Authentic by Design's control may result in changes to the agreed delivery date and time of which the customer will be telephonically informed and alternative arrangements will be made.

Authentic by Design shall aim to let you know if we are unable to meet our estimated delivery date but, to the extent permitted by law, we shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.

All risk in the product shall pass to the customer upon delivery or collection, please note that we are not a delivery company and do not take any responsibility for any damages to the property we are delivering at.

On the delivery of goods, the purchaser, or any other person that accepts the goods on behalf of the purchaser, will inspect the goods. Acceptance of the delivery will be proof that the goods were delivered in good order.

Delivery of the goods will take place at the front door of the purchaser. When delivery takes place at a multistory building, the goods will be delivered at the reception area on the ground floor.

Delivery dates and times are estimated and may change without notice, due to factors beyond control of the company, therefore please note that the shipping date on all or any quotes and invoices are just estimated and might change depending on production. Deposits are not refundable.

#### Collections

You can also elect to collect goods at our warehouse.

Once goods and collection fee (where applicable) are paid in full, Authentic by Design will arrange and confirm the collection with the customer. Please produce the original invoice in order for Authentic by

Design to release the product. Please inspect the items on collection and make sure that you sign the POD (proof of delivery). If you do not indicate any product defects on the POD, it will be assumed that stock was received in good order and in accordance with product specifications. The following collection times apply to our warehouse:

- Monday to Friday: 10h00 – 15h30
- No collection on Saturdays, Sundays or public holidays

Authentic by Design will not in any way be liable for damage that may occur after the products have been handed to the customer or person collecting on behalf of the customer or during the loading and conveyance thereof. All risk in the Product shall pass to you upon collection. It's the customer's responsibility to ensure that a suitable collection vehicle is utilised in order to accommodate the size of the product in an upright position and that it is loaded and secure to prevent damage.

The customer is also responsible for supplying the necessary consumables e.g. rope and blankets to stabilise the product during transportation.