

# Crayve Presentations – Terms and Conditions of Sale

Crayve Presentations (Pty) Ltd · Version 1.0, effective 26 October 2026

These terms apply to every quote, order, sale and delivery by Crayve Presentations (Pty) Ltd ("Crayve"). Placing an order, or paying for one, means you accept these terms.

## 1. Orders, prices and payment

- 1.1** Quotes are valid for 7 days. Prices exclude VAT unless shown otherwise. Errors and omissions excepted.
- 1.2** Products are sold in full packing units. Printing is free at the packing-unit minimum; smaller quantities carry a set-up charge per style. Stock is subject to availability.
- 1.3 Please check your order confirmation carefully:** product codes, descriptions, colours, sizes, quantities, prices and delivery details. Once you confirm it, by signing it or replying "confirmed", your order is supplied as confirmed. Crayve is not responsible for errors in a confirmed order, including where you supplied the product codes. Changes after confirmation fall under clause 4.5.
- 1.4** Unless you have an approved credit account, orders are cash before dispatch (CBD) or paid in advance: goods are released only once payment reflects in our account. Cash-on-delivery customers pay within 24 hours of receiving the order.
- 1.5** Printed orders are normally started without payment upfront. Once they are completed, payment is due within 7 working days of the invoice, or within your agreed credit terms. Crayve may ask for a deposit on large orders. If printed orders are not paid on time, future orders may have to be paid in advance (PIA). Completed orders awaiting payment are held for 7 days from the invoice; after that Crayve may cancel unprinted orders and return the stock. Printed orders remain payable in full.
- 1.6** Printing plates need a 50% deposit before they are made.
- 1.7 Courier charges** are a fixed amount set by your delivery zone and the order value, and are shown on your quote, order and invoice. Orders over R80,000, oversize parcels and some customers are quoted per shipment.
- 1.8 If a courier charge was quoted or invoiced in error** (for example the wrong value band or zone, a special-surcharge area or an oversize parcel), Crayve may correct it. We will tell you before dispatch; any difference is invoiced or credited.

## 2. Delivery and collection

- 2.1 Turnaround:** in-stock orders are usually ready within 1–2 working days of confirmation; printed orders take about 4–5 working days after artwork approval and confirmation, plus about 5 working days if new plates are needed. Times are estimates. As wholesalers we do not hold every item in stock: we will tell you about any back-order, and if you choose part delivery, the back-order carries a second courier charge.
- 2.2** Orders paid before 8am are dispatched the same working day; payments after 8am leave the next working day.
- 2.3** We deliver through third-party couriers. Delivery times are the courier's estimates, not guaranteed, and Crayve is not liable for courier delays. Tracking details are sent once your parcel is scanned at the courier depot.
- 2.4** Overnight delivery is available on request at the overnight rate.
- 2.5 Please make sure your delivery address and contact details are correct and that someone can receive the parcel.** If a delivery fails because the address or contact details are wrong or incomplete, or no one is available, any redelivery or return charges raised by the courier are invoiced to you, and may be billed after the original invoice.
- 2.6** Collections from our premises are Monday to Friday, 9am to 3pm. Let us know in advance if you, a driver or your own courier will collect, with the waybill or vehicle details.

## 3. Risk, damage and claims

- 3.1 Deliveries booked by Crayve:** the goods remain at Crayve's risk until they are delivered and signed for at your delivery address.
- 3.2 Check your parcel on delivery. Report any damage, loss or shortage in writing within 24 hours of delivery to**

customers@crayve.co.za, with photos of the parcel and goods and the waybill number. If a parcel is visibly damaged, write the damage on the courier's waybill or delivery device before you sign – the couriers reject damage claims that were signed for without a note, even if marked "not checked". Claims not noted or reported in time may not be accepted.

- 3.3 Collections and your own courier:** risk passes to you when the goods leave our premises. Crayve is not responsible for loss or damage after that, and we recommend you insure the goods for transport.
- 3.4** Where a valid claim is accepted, Crayve will repair, replace or credit the affected goods at its option, up to their invoice value.

## 4. Products, printing, cancellations and returns

- 4.1** Colours, materials and finishes may vary slightly between batches, and from catalogue or on-screen images. Suppliers may change materials from time to time. Such variations are not defects. Sizes are nominal and may vary slightly.
- 4.2** Printed orders go into production only once you have approved and signed the artwork and order confirmation. Please check spelling, layout and colours carefully: errors in approved artwork are not Crayve's responsibility and are remade at your cost.
- 4.3** Hot-foil printing is a heat-and-pressure process, so small variations in position, depth and finish are normal. Lines, gaps or text finer than 0.3 mm may not print clearly, so Crayve may slightly adjust a logo for a clean print and cannot promise an exact copy. Printed orders are supplied in the exact quantity ordered.
- 4.4 Printing plates** are made for and paid for by you, and remain yours. Crayve stores them free of charge and uses them only for your orders. Plates held by Crayve are at your risk: Crayve is not liable for their loss, damage or wear. You may collect your plates at any time. Plates not used for 24 months may be returned to you or disposed of after 30 days' written notice.
- 4.5** You may change or cancel an order free of charge within 24 hours of order confirmation. After that, changes and cancellations carry a 20% cancellation fee, plus the recovery costs of any printed items.
- 4.6** Printed or customised goods cannot be cancelled or refunded once production has started, and are not returnable unless defective.
- 4.7** Unprinted stock ordered in error may be returned in its original condition and packaging within 7 days, by prior arrangement only, for credit less courier costs.
- 4.8** Samples are charged as a normal order. Unused samples returned in good condition, at your cost, within 7 working days are credited; courier charges are not refunded.
- 4.9** Report defects in writing within 3 working days of receiving the goods, with photos and a written description. Accepted defects are repaired, replaced or credited.

## 5. General

- 5.1** Ownership of goods passes to you only once they are paid for in full.
- 5.2** Credit-account customers are also bound by their signed credit application, which governs where it differs from these terms.
- 5.3** Artwork, logos and designs you supply remain yours and are used only to complete your order. You confirm you have the right to use them.
- 5.4** To the extent the law allows, Crayve is not liable for indirect or consequential loss, and its liability for any order is limited to that order's invoice value.
- 5.5** Customers and their agents visiting or collecting from our premises do so at their own risk and must follow staff instructions.
- 5.6** These terms are governed by South African law. Nothing in them limits rights you have under the Consumer Protection Act where it applies to you.