



TERMS AND CONDITIONS

1. GENERAL POLICIES

- 1.1. Shaula Investments (Pty) Ltd trading as Wizard Collective (“Wizard”) is strictly a trade only supplier.
- 1.2. All orders are subject to Wizard’s terms and conditions.
- 1.3. A trading account will only be opened once the R500 registration fee has been paid and proof of payment received, including a completed client profile and terms and conditions document, signed by an authorised signatory.
- 1.4. Only applications from registered companies where the nature of business is listed as promotional, event management, advertising, printer, embroiderer or independent retailer will be considered.

2. ORDER POLICY

- 2.1. All orders must be placed in writing.
- 2.2. Wizard endeavours to make all orders available for collection within 24 - 48 hours (subject to stock availability). Orders outside of Johannesburg will be available from the respective branches within 48 - 72 hours.
- 2.3. No stock reservation will be allowed (cancelled orders will be subject to a fee).
- 2.4. A signed POD by a customer, or the representative collecting on their behalf, is confirmation the order is correctly received. It is the customer or their representative’s responsibility to check that orders are correct before leaving Wizard’s premises. Wizard will not be held responsible for any discrepancies thereafter.
- 2.5. Where any queries or discrepancies exist on orders received by Wizard, including but not limited to detailing of the code, colour, quantity or description; the order will not be processed until such time as the query has been resolved. If no instruction or communication is received within 72 hours the order will be deemed cancelled and a new order must be placed.
- 2.6. An amended order will be treated as a new order and the 24 - 48 hour collection turnaround time begins again (subject to stock availability).
- 2.7. It is the responsibility of the client to advise in writing of any changes of address, company details, signing powers or authority to place orders.

3. BRANDING

- 3.1. No branding will commence unless artwork has been signed off and approved by the customer.
- 3.2. No branding will commence unless the complete order has been paid for in full for COD customers.
- 3.3. Production will only commence the day after payment has been received.
- 3.4. Once final artwork is approved the order cannot be cancelled.
- 3.5. Completion of branding may take between 3 – 7 days from the date the artwork has been approved in the correct format and payment has been made.
- 3.6. Lead times may vary depending on volumes, complexity of branding required and production capacity in the operation.
- 3.7. Wizard will not brand items that have been procured from an alternative supplier.
- 3.8. The type of branding available may be limited by the item chosen, and certain branding applications are only possible on particular items. Current branding guidelines are available on Wizard’s website.
- 3.9. No branded items will be accepted for return unless defective.



4. CANCELLATION AND RETURNS POLICY

Orders may not be cancelled or returned except in accordance with the following provisions, and subject to agreement by Wizard;

- 4.1. Orders that are cancelled before collection are subject to a 10% handling and cancellation fee.
- 4.2. Orders not collected within 10 days of dispatch, will be deemed cancelled and a 10% handling and cancellation fee will be charged. The goods will be returned to the warehouse.
- 4.3. Collected orders returned within 10 days from collection are subject to a 20% handling and return fee.
- 4.4. Goods for return must be in their original condition, unbranded and not damaged in any way.
- 4.5. All returns must be accompanied by the original documentation. Goods will not be refundable if the item is damaged in any way.
- 4.6. No items branded by a third party will be accepted for return. It is the customer's responsibility to check product for defects before proceeding with third party branding.
- 4.7. No returns will be accepted on sale items.
- 4.8. Branch returns: The Wizard national price list includes free delivery to all branches within South Africa. Returns and cancellation of orders delivered to a branch other than Johannesburg, will be subject to an additional fee to cover costs of transportation back to Wizard Johannesburg.

5. SAMPLE RETURN POLICY

- 5.1. Samples that are returned for a refund must be delivered in the original packaging in an undamaged condition.
- 5.2. Credit notes will be issued only if the original invoice accompanies the returned sample.
- 5.3. Samples need to be returned within 10 working days of collection date to be eligible for the refund.
- 5.4. The process of checking and returning sample orders back to stock for resale may take up to 7 working days. The refund or credit note may only be issued once this process has been completed.
- 5.5. Products priced at less than R50 ex VAT are not eligible for a refund.
- 5.6. Wizard does not accept sample returns of USB memory sticks.

6. ACCOUNTS / PAYMENTS POLICY

- 6.1. The following methods of payment are accepted: Cash/Credit card/Debit card/EFT. Wizard does not accept cheque payments.
- 6.2. Deposit slips issued with cheque deposits require 7 working days for clearance.
- 6.3. C.O.D orders will only be released once proof of payment has been received or the payment reflects as cleared funds in the account of Wizard.
- 6.4. All orders are treated as C.O.D. unless account facilities have been approved in writing.
- 6.5. Wizard reserves the right to withdraw or amend credit facilities at any time.
- 6.6. Goods remain the property of Wizard until paid for in full.
- 6.7. Non-payment resulting in legal/collection fees being incurred will be for the client's account.
- 6.8. Credit card payments will not be accepted where a discount has been negotiated.
- 6.9. A levy may be charged on credit card transaction over R10 000.

These terms and conditions supersede any prior agreements or representations written or oral. Wizard terms and conditions may be amended from time to time and are not limited to those stated hereon.