

Sales *TERMS* and *CONDITIONS*



CORICRAFT

The following Terms and Conditions regulate the customer order at Coricraft Group (Pty) Ltd trading as 'Coricraft'.

- We will endeavour to deliver on the date and time advised. While we are committed to deliver on time, the actual delivery date is subject to prevailing circumstances and may be subject to variation.
- Ownership of the goods will rest with Coricraft until payment has been received in full. Payment of the full value of the order is required before Coricraft will deliver or before we can authorize collection.
- If after 30 days of notification by Coricraft Head Office that your goods are ready for delivery, you as the customer fail to make final payment, Coricraft reserves the right to sell them to defray expenses.
- Orders placed are irrevocable once a deposit has been paid. In the event of Coricraft agreeing to refund monies paid either prior to or post-delivery due to circumstances unrelated to product quality or lead times, and If Coricraft agrees to accept return of any goods, the Customer will be liable for a 10% handling charge calculated on the purchase price of those goods but service fees such as Coriguard and handling fee will not be refunded. The onus of proof of return and proof of purchase rests with the customer at all times.
- Sale items are sold voetstoots and cannot be exchanged or returned.
- Coricraft furnishes with its goods, its standard guarantees only and no other guarantees, warranties or representations of whatsoever nature will be made to the Customer by Coricraft in respect of such goods.
- To obtain warranty service, simply contact Coricraft Customer Service or by e-mail. You can contact Coricraft at info@coricraft.co.za. Warranty claims must be accompanied by a copy of the original sales invoice, or other proof of purchase.
- Payments made by EFT (Electronic funds Transfer) require a 48-hour period to clear funds and allocate them to the orders.
- Coricraft does not accept payment by cheque because of the elevated risk of fraud prevalent in South Africa. The Coricraft Card can be used in the Clearance Centres, but the vouchers cannot be redeemed there.
- RCS is a registered credit provider in terms of the NCA. NCRCP 38 and FSP 44481.

Delivery:

- Deliveries will be supplied by Coricraft subject to your address being within our designated delivery zones and you will be charged accordingly on your invoice
- Deliveries will be available from Monday to Saturday between "normal" business hours
- For deliveries outside our designated zones, you will be contacted by our call centre staff to confirm delivery price and delivery instructions
- The customer will be charged for additional delivery costs due to failed deliveries, access problems and/or failure to adhere to the appointment time for the delivery
- To ensure a smooth and timely delivery of Coricraft goods, please make sure that you clear the room(s) in advance where your new goods are to be located prior to the delivery service arriving. The Customer must remove all breakable items in the path of the delivery. Coricraft delivery crew are not permitted to re-arrange Customers' furniture.
- Coricraft delivery crew team will place the goods delivered in the place of the Customer's choice. Coricraft delivery crew will gladly steam out all the wrinkles on the slipcover couches and adjust the slipcovers to our standards. The team will also puff up the seats and back cushions. Items delivered will be unwrapped on site and the packing and wrapping material removed if so required. The delivery crew is not permitted to uplift or take away with them any unwanted items of furniture or items not designated for removal previously with the call centre. It is in the customers' own interests that all loose items of value be removed from the delivery site and that in addition pets and children be secured in a safe location away from the crew and delivery site. Coricraft cannot be held responsible for any items claimed to be missing following a delivery. Breakables such as glasses, vases, wall mountings etc must be secured or removed from the delivery site. Coricraft cannot be held responsible for any items claimed to be missing following a delivery.
- Coricraft shall not be responsible for any damage whatsoever whether direct or consequential arising out of the use of the goods or in respect of any late or short delivery.
- The customer is required to inspect products on delivery and return any damaged items on the truck.

- The customer or the person taking delivery on behalf of the customer will be required to sign a proof of delivery Unless indicated to the contrary on the proof of delivery, it is deemed that the product has been delivered and received in good condition and, where appropriate, in accordance with the customer's specifications.

Delivery policy for flats and small apartments:

- The maximum couch length that can be fitted into an elevator cannot exceed 2.2m. If the flat or apartment does not have a suitable lift for the furniture, then the Coricraft delivery team will only be allowed to carry the items up to 3 floors in height, providing the passages are wide enough to accommodate the items without any damages to the goods. Coricraft delivery teams are not equipped to hoist goods over balconies. Should items be required to be hoisted a dedicated team would be required and will be subject to an additional hoisting fee.

Collections:

- For collection of goods from the Coricraft warehouses, prior arrangement and acknowledgement is essential prior to such collection. Please ensure that you have a booking number
- Please note that no goods will be given to outside transporters unless Coricraft has been paid in full for such goods. Proof of payment in full must be on hand for any goods to be released. In the event of outside contractors collecting on behalf of a customer, Coricraft may in addition to proof of payment in full, contact the customer to confirm proceedings.
- Coricraft 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. 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 may inspect any items at the warehouse.

Storage:

- Coricraft does not offer storage facilities. In event of a purchase not being collected or delivered within 60 days after the customer has been notified that it is available for collection or delivery a storage fee of 5 % of the order value will be charged for the customer's account. This storage fee must be settled in full prior to the delivery and release of the product.

Guarantees:

Coricraft manufactured product guarantee:

- Products manufactured by Coricraft are guaranteed for a period of 10*years from date of delivery/collection in respect of the frame, 2* years on the stitching, 2* years on the filling and 2*years on the webbing or springs (*also refer to Imported products guarantee) The guarantee does not extend to the fabric or leather used to upholster the product as this is subject to wear and tear associated with use. Furthermore, usage and treatment in the customer's environment is beyond Coricrafts control

Leather:

- Natural leathers are soft and velvety. They have been tanned without altering any of their natural features. Therefore, all the distinctive original markings stand out. This is the living proof of the leather's absolute natural origins.

The following may occur in leather products:

- Dye lots may vary
- Colour variations may occur due to multiple hides required to make up the product.
- Marks, tick bites, healed scars, scratches, stretch marks and scuff marks are characteristic of full grain leather and are therefore not defects. Prominent brand marks may also be visible and are not considered defects.

Guarantees do not apply to:

- Defects or damage arising from negligence, abuse or misuse, including (but not limited to) improper maintenance – referred to as 'dressing', exposure to water, direct sunlight, coastal air, chemicals, accidents, any use for which the product was not designed nor, does it cover ordinary wear and tear; failure to comply with Coricrafts care instructions or specifications
- Extreme use is considered damages caused by more than normal wear and tear this includes: Solvent spills, Ink, Paint, Body fluids (Human or Animal), Incorrect cleaning, sitting on arms and backs of the sofas or placing furniture outdoors in direct sunlight or proximity to an open heat source

Coricraft will only be liable to honour a Guarantee if:

- The defect existed at the time of delivery and manifested during the guarantee period.
- The defect did not arise due to normal wear and tear or misuse/abuse by the customer.
- The product concerned is used for the purpose intended and in a domestic environment i.e. commercial use is not guaranteed.
- The customer duly complied with the care instructions and maintenance.
- The customer provides the original invoice.
- The product is assembled by Coricraft or by the customer in accordance with the suppliers' specifications. Coricraft's guarantee provides for the free repair or replacement of any faulty component. The customer must at his own cost, deliver and collect the product concerned to and from the store or Distribution Centre.

Imported products warranty:

- All imported products are warranted for a period of 1 year from date of delivery/collection in respect of frame and workmanship and regardless of whether it's an upholstered product or not.
- Solid timber products may have natural markings, cracks and colour variations due to the nature of the product; these are the characteristics of a natural product and not defects or signs of damage.
- Some products are made from reclaimed and/or recycled materials and will therefore have markings, colour variations, scratches and dents.
- These products may also have holes, nails and metal caps inconsistently visible on the product, due to the fact that materials have been recycled or reclaimed from their original use and are often hand crafted. The characteristics mentioned are not defects or signs of damage.

Coricraft will only be liable to honour a Guarantee if:

- The defect existed at the time of delivery and manifested during the guarantee period
- The defect did not arise due to normal wear and tear or misuse/abuse by the customer.
- The product concerned is used for the purpose intended and in a domestic environment i.e. commercial use is not guaranteed.
- The customer duly complied with the care instructions and maintenance.
- The customer provides the original invoice.
- The product is assembled by Coricraft or by the customer in accordance with the suppliers' specifications. Coricraft's guarantee provides for the free repair or replacement of any faulty component. The customer must at his own cost, deliver and collect the product concerned to and from the store or Distribution Centre.

Recliner warranty:

- Coricraft warrants to you, the original purchaser, on its recliner products for a period as stated, from the date you purchase the product, the following:
5-Year guarantee – frame
- The internal wooden frame has a limited warranty against defects in the materials and workmanship. This warranty assumes normal usage of the suite.
- 2-Year guarantee – mechanism, leather, stitching and cushioning
- The metal reclining mechanism has a limited warranty against defects in the materials and workmanship. This warranty assumes normal usage of the suite.
- The leather used to be 100% genuine leather and to be free from tearing and splitting under normal use.
- The stitching to be free from defects in the materials and workmanship. Leather owes its inherent beauty to variations in the grain, texture and colour tones. These natural characteristics contribute to the uniqueness of each upholstered leather product. Leather is a natural product and therefore this

guarantee does not cover natural characteristics of leather such as markings caused by insect bites, barbed wire, veining, abrasions, injuries to the animal, wrinkling or variations in grain or colour tones on different sections of the same leather product.

- The foam and fibre fillings to be free from abnormal loss of resiliency. The softening or flattening of the fibre and foam materials used in cushioning that occurs due to normal use and ageing is not covered by this guarantee and shall not be considered a defect in the materials or workmanship.
- This must not be confused with normal loss of resiliency as cushions typically soften with normal use and ageing and may conform to the shape of the user.

Guarantee exclusions and clarifications

Please note the following:

- The guarantee only applies to Coricraft recliner products used for normal household use and maintained in accordance with instructions provided on the swing ticket attached to the Lounge product or available at www.coricraft.co.za
- The guarantee does not apply to damage resulting from misuse, abuse, neglect, cuts and scratches, accidents, burns, fire, water or other hazard, exposure to direct sunlight or bright lights or extreme heat or similar conditions resulting in discolouration, cracking or peeling of leather coverings, after the original delivery to you, the original purchaser.
- The guarantee does not apply to damage resulting from application to any coverings of cleaners, conditioners, treatments or other chemical products not approved in writing by Coricraft. It also does not apply to damage caused by corrosive chemicals such as acids or solvents, dyes, inks, paints, body fluids and similar chemicals.
- The guarantee does not apply to sales made on an 'as-is' basis.
- The guarantee does not apply to products taken out of the Republic of South Africa.

Guarantee exclusive:

- If this Coricraft recliner product does not conform to the aforesaid guarantee, your sole and exclusive remedy is:
 1. The repair of any defective product or repair of any part of any product determined to be defective or, if repair determined by Coricraft not to be repairable.
 2. Replacement of any defective product or replacement of any product determined to be defective.
- Implied guarantees, including any of merchantability and fitness for a purpose, are limited to the duration of the express guarantees set forth above in the guarantee. The guarantee and remedies are exclusive and are in lieu of all guarantees warranties and remedies, verbal or written, express or implied.
- If any material or parts used in any defective product are unavailable at the time of repair, and if Coricraft elects to repair the defective product. Coricraft reserves the right to substitute materials or parts of equal quality and value as determined at the sole discretion of Coricraft.
- Coricraft shall in no event be responsible to you for any incidental or consequential damages, including but not limited to loss of time, usage, or money and at no time shall the responsibility of Coricraft for any defect exceed the purchase price paid by you, the original purchaser.
- Should it be deemed necessary, Coricraft reserves the right to effect design and technical specification changes over time, in line with original specifications according to the availability of raw materials from suppliers and service providers.

Mattress Guarantee/warranty:

- Our different mattresses each carry their own guarantees and warranties, provided that the mattress is kept in a sanitary condition. Any soiling will void your guarantee immediately
- We recommend the use of mattress protectors and for customer convenience Coricraft offers mattress protectors.
- Guarantee - During the guarantee period, any problems with a customer's bed will be rectified at our expense, excluding transport costs. We will replace a customer's bed in accordance with the specific guarantee policy. The guarantee period varies between mattress ranges, but most of our beds

come with a minimum guarantee of 1 year to a maximum of 2 years. The guarantee covers poor workmanship and/or material defects only.

- Warranty - This is in effect as soon as the bed's guarantee period has elapsed. Coricraft will replace or repair the bed in accordance with the warranty policy. The warranty period varies between ranges, anywhere from between 1 to 15 years.

Thank you for shopping with Coricraft.

Visit our Website for more great *VALUE* products.

www.coricraft.co.za