

Iniek TERMS & CONDITIONS

Placing your order:

All our orders take around **14 working days (3 weeks)** from placement of order to packaging. We make everything from scratch according to your preferences, so please be patient and remember we are a small team, doing big things ;).

Please keep this timeframe in mind when placing your order and try not to wait until the last minute – especially for big orders.

When ordering, please give extra attention to the following points:

Your wedding date (if applicable)

Your physical address (for courier)

Your cell number

The date you need your items (PLEASE TAKE OUR TIME FRAME INTO CONSIDERATION)

Spelling of word's, names phrases etc.,

For any enquiries for products not on the price list, please contact hello@iniek.co.za . All our products can be customized according to your needs and theme. Please send us your ideas for customised products. Once your order is placed, you are liable for the entire order and amount. No changes can be made on any order once it has been processed. iNiek has a strict No Returns Policy. No Returns, Exchanges or Refunds will be given, so check your order carefully before submitting.

When we say: “Not Painted” – it means that we do not paint the product at all – we do clean this product if needed. For painted products please choose a colour from our colour chart (which can be found in our colour chart).

Unless otherwise specified all our boxes are only painted on the outsides and all 2D products are only painted on the front {single sided}.

Every product is custom designed and handmade individually. Thus not one product will ever look exactly as any other – even if it is the same design. Iniek will not be held responsible if a product does not look exactly like another one that has been advertised by us on Social Media or our Website or via Email. Please take note that photographs of products may be edited.

We can also not take responsibility for the shade/colour of the wood. The shade of the wood differs from batch to batch, and we have absolutely NO CONTROL over this. We get what the supplier has – it is as simple as that.

When we engrave a word or image onto wood, the wood burns brown {shade may vary according to type of wood used}. We can NEVER do engraving in any other colour than this. This is very important – if you do not understand the principle of this, please contact us for an explanation – confusion might cause disappointment in the end-product if you did not understand the process completely.

We will send your design via email for approval. Once approval has been sent through to us, we except that there are no problems with the designs and we therefor do not take ANY responsibility for any mistakes on the final product. You will be held liable for any and all cost if the product needs to be re-made because of this.

Invoicing – you will receive your invoice via email. Please check your invoice carefully.

If no payment or arrangement is made, we WILL NOT START PRODUCTION ON ANY ITEMS.

NO extra charges will be necessary for EFT payment, for a cash deposit an extra R50 must be added to the invoice amount for service fees.

You will be notified by email if your order is finished and ready for pick-up or courier, once the order is finalised AND **full payment** is received.

If you are in Centurion area or can make special arrangements you are more than welcome to skip all courier costs and pick up your order from Iniek personally. It is **VERY IMPORTANT** that you make arrangements beforehand. Iniek will not be held responsible if you show up without arranging and there is no one to assist you.

We make use of The Courier Guy for courier purposes. Prices vary according to location and size of package, so please contact us for a quote. It is your responsibility to specify that your order needs to be couriered.

Please be 100% sure of your address.

Iniek will not be held liable for any damage, loss or theft of parcels – we will also not take responsibility for late deliveries because of strikes or any other reason.

Iniek is not responsible for tracking of parcels. Once your order has been sent, we will send you your tracking number via email.

Iniek has a strict No Returns Policy. No Returns, Exchanges or Refunds will be given, unless the client can prove that the fault lies with us – clear email correspondence needs to be given as proof. If we find the fault does indeed lie with us, we will either replace the product or offer a Credit Note to the value of the product. This does not include products that has been damaged or broken once it has left our premises in the hands of clients or couriers.

Iniek will not stand for ANY defamation of our business name or any one of our employee's personally, on any Social media platform. We reserve the right to take further steps against any person who chooses to do so. As far as our law is concerned, if you say anything on a social media platform which would potentially be considered as harming another person or institution's reputation or undermines their dignity, that could be a defamation action, and will be handled accordingly.

All products are photographed by us to use for marketing on Social Media, Websites, Emails etc. Iniek reserves the right to use any photographs we may take of any one of our products for this purpose.

Copyright:

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