

TERMS AND CONDITIONS

PAYMENT

1. **PAYMENT** - We are committed to providing secure online payment facilities. All transactions are encrypted using appropriate encryption technology.

Purchases can be made via the following methods:

- a) **DEBIT CARD PAYMENT** via PAYFAST
- b) **CREDIT CARD PAYMENT VIA PAYFAST** – if payment is made by credit card, we may require additional information in order to authorise and/or verify the validity of payment. In such cases we are entitled to withhold delivery until such time as the additional information is received by us and authorisation is obtained by us for the amounts. If we do not receive authorisation your order for the Goods will be cancelled. You warrant that you are fully authorised to use the credit card supplied for purposes of paying the Goods. You also warrant that your credit card has sufficient available funds to cover all the costs incurred as a result of the services used on the Website;
- c) **DIRECT BANK DEPOSIT OR EFT TRANSFER:** if you pay via direct bank deposit or electronic funds transfer, payment must be made within 3 (THREE) days of placing your order. Norick Interiors will not accept your order if payment has not been received. Our banking details are as follows and proof of payment to be e-mailed to: info@norickinteriors.com

ABSA BANK ACCOUNT: NORICK INTERIORS

ABSA BANK ACCOUNT NO: 4056368107

BRANCH CODE: 632005

DELIVERY AND TRACKING

All items delivered by our Norick Delivery Team will be unpacked and carefully checked with the purchaser or responsible person accepting the delivery. Due to safety precautions our team do not move or place any private items except Norick Items that are being delivered. Prior notice is required should the items need to be placed in an upstairs location, hoisting of any product will not be possible. Norick Interiors offers the following Delivery Service:

- i. **COURIER**

Depending on the item/s a separate quotation will be e-mailed to the client.

This service will be from door to door only and does not including inspection, placing and unwrapping of any items. Depending on the item/s and delivery address a separate quotation will be e-mailed to the client. Once payment has been received only then will items be dispatched.

ii. **NORICK INTERIORS IN HOUSE DELIVERY (GAUTENG ONLY)**

Set fee of R850.00 delivery and handling charge

iii. **ROAD FREIGHT (NATIONALLY/INTERNATIONALLY)**

Norick Interiors have partnered with some of the most reliable transporters/shippers in the country, who delivers country wide as well as internationally. This service will be from door to door only and does not including inspection, placing and unwrapping of any items. Depending on the item/s and delivery address a separate quotation will be e-mailed to the client. Once payment has been received only then will items be dispatched.

TRACKING:

Once all payments has been received tracking numbers will be e-mail to you, as well as daily up to date and progress of your delivery up until your receive your goods.

INSURANCE:

Whilst Norick Interiors will do its utmost to prevent any damages on the items, it is advised that client should make sure that items are covered under their insurance. Should the client not have house hold insurance a “goods in transit insurance” will be made available prior to goods leaving the Norick Warehouse at additional costs.

STORAGE:

Norick Interiors offers clients to store their item up to 30 days after full payment is received. Extended time will be charged at R150/day excluding 15% vat. Any items not collected after 6 months will be returned to the floor and sold at the initial price including all incurred charges to date.

There will be no refunds or exchanges offered.

RETURN POLICY

Norick Interiors offers a 7 day exchange policy with no refunds. An in-house credit facility is available and may be used at any given time with no expiration date. All freight/transport charges will be deducted from the credit amount. . Should the item not be suitable Norick Interiors must be notified immediately via e-mail or telephonically, should the item be damaged upon receipt, clear images with packaging and damages must be documented and signed by the delivery company, all information must be emailed to

norickjhb@norickinteriors.com / info@norickinteriors.com

Items to be returned must be wrapped the same way as the item/s arrived, and in a sellable condition. Items not wrapped the same way will result in further damages of which Norick Interiors will not be responsible.

APPRO SERVICE

Norick Interiors offers 24 hours Appro Services only in Gauteng area. Delivery and Handling Charges are to be paid prior to delivery, as well as guarantees. Items returned in any damaged condition will result in the item being charged at full price.

WARRANTY

Norick Interiors offers a 6mth Guarantee on all our products.

PRIVACYAND POLICY

Norick Interiors shall keep all personal information strictly confidential and no personal information shall be made available to third parties, unless obliged to do so by law or legal process.

AMENDMENTS

Norick Interiors may, in its sole discretion, amend any of these Terms and Conditions at any time.