

Contents

General.....	1
1. Who We Are and How to Contact Us?.....	1
2. General.....	1
3. Acceptance.....	1
What you need to know about shopping at Coricraft	1
4. Your Personal Coricraft Profile and Information	1
5. Our Product.....	2
6. Our Payment Terms	4
7. Delivery and Collection	6
8. Returning Your Purchase	9
9. Repairs for out of warranty items.....	10
10. Clearance Centres	10

General

1. Who We Are and How to Contact Us?

- a) "We", "us" and "Coricraft" refer to any of our business entities (i.e., factory, warehouses, logistics, showrooms, and website) in each country where we trade.
- b) Contact your sales consultant at the showroom, during trading hours.
- c) Contact our call centre on 087 245 0005:
 - i) Monday - Thursday: 08:00 - 16:30
 - ii) Friday: 08:00 - 16:00
 - iii) Saturday: 08:00 - 13:00
 - iv) Sunday and Public Holidays closed
- d) Phone or WhatsApp us during business hours: [087 245 0005](tel:0872450005)
- e) Email us anytime: info@coricraft.co.za

2. General

These are the terms and conditions that apply when you purchase goods from one of our showrooms or our website. Read these terms together with terms and conditions that apply to any other interaction with Coricraft e.g., relating to delivery and returns. Those terms and conditions are incorporated into these terms by reference.

- a) Please contact our Customer Care Service Team or your sales consultant if there are any changes in the information you have given us (e.g., your contact information).
- b) We may monitor and record all phone calls and other interactions with you for reference and training purposes.

3. Acceptance

When you buy goods from us, you agree to and accept all our terms and conditions. You also agree that Coricraft may send invoices and other communications regarding your sales order/s to you electronically.

What you need to know about shopping at Coricraft

4. Your Personal Coricraft Profile and Information

- a. When you shop with Coricraft, you give us your consent to collect and process your personal information, which we use to (for example) create and manage your account, process your payment, fulfil your order, communicate with you, and deliver your goods.
 - i. If you do not want us to collect and process your personal information, we will not be able to provide you with goods or services.
 - ii. You are welcome to opt out of marketing communications, although this means you won't receive our inspirational product and promotion updates.
- b. When you purchase from Coricraft, either online or in one of our showrooms, we create a customer profile for you.
 - i. In our showrooms:
 1. Your sales consultant will set up a customer account for you, with your contact details and address.
 - ii. Online:
 1. You will be asked to create a profile which includes selecting a username and password which will be requested every time that you shop online with us.
 2. It is your responsibility to keep your credentials private and secure and not share them with anyone. Only authorised users may access their online profile with their credentials.
 3. We accept no liability for any damages or losses that you may suffer from the unauthorised use of your profile.
- c. Any time you engage with a Coricraft sales representative or contact our call centre, we can access and review the information related to your sales order for assistance. This can be done using your mobile number, email address, customer account number, or sales order number to access your profile.
- d. Please refer to our Privacy Statement for more information on how we process, share, and protect your personal information and your rights regarding your personal information.

5. Our Product

- a. We will do our best to accurately display the goods, specifically regarding their colour, description, and price, both in our showrooms and on our website.
 - i. We have an extensive display of product and fabric/ leather options in our showrooms, and our sales consultants are well-versed in explaining the natural characteristics of our products. Ask as many questions as possible to ensure the fabrication you select is suitable for your lifestyle.
 - ii. When online shopping, please remember the way you see the goods is dependent on the device you use to access our website. Coricraft cannot be held responsible for any mistakes in ordering items whose actual colour is different from that appearing on the website as viewed on your computer. For this reason, it is **strongly recommended that you visit one of our showrooms to see the actual colour of the item.**
 - iii. Made-To-Order items are made exclusively for you. Once you have paid your 50% deposit, the manufacturing process is set in motion including purchasing the raw materials. As per the Consumer Protection Act, we are not required to accept changes, cancellations or refunds of any customised product.
 - iv. Any off-the-shelf items and items in stock are liable for a 10% cancellation fee after the cooling off period of ten days. Our refunds and/ or returns policy is outlined in these T&Cs.
- b. We operate a constant improvement methodology where designs are updated and improved, when necessary, to improve small details in the aesthetics or to improve

performance or avoid issues. This means that our specifications may change without notice and that whilst our products remain essentially identical to the sample on display or on our website, there may be reasonable changes and updates made over time that means it is not identical.

- c. Our goods are intended for use in an ordinary residential or domestic environment only and are not fit for any commercial or industrial use.
- d. We will use reasonable efforts to ensure that stock is available but cannot guarantee the availability of stock.
 - i. Should product be on an extended lead-time, this will be noted by your sales consultant or on our website at the time of purchase.
 - ii. We may experience delays out of our control. We will keep you updated. Where the delay pushes out your delivery by a month or more, we will contact you to confirm if you are happy to wait or to reselect or be refunded.
 - iii. We will notify you should an item you purchased online no longer be available, giving you the option of a reselection or refund.
- e. Our leather and solid wood products are unique with natural characteristics which are not considered defects or signs of damage.
 - i. Our leathers have been tanned without altering any of their natural features. We don't believe that flawlessness equals beauty. We celebrate the life of the animal and we do not cut out any of the natural characteristics. Therefore, all the distinctive, original markings stand out. This is the living proof of the leather's absolute natural origins.
 - ii. Marks, tick bites, healed scars, scratches, stretch marks and scuff marks are characteristic of natural leathers and are not defects. Prominent brand marks may also be visible and are not considered defects. Colour variations may occur due to the multiple hides required to make up the product.
 - iii. Fabric dye lots may vary from batch to batch, although it should not be significantly different to the samples you saw in showrooms.
 - iv. The natural, authentic character of every skin that we use for our leather products is unique, and therefore our colour samples provide an approximation rather than an absolute reflection of the leather. There will be variations in colour and texture.
 - v. Pilling is not a fabric defect or fault and is not covered under guarantee. It can be compared to the shedding experienced when purchasing new carpet – think about the way carpet behaves when newly installed, as there are new loose fibres coming to the surface over the first few months of use. This is completely normal and will reduce once the excess fibres are gone. Vacuuming weekly will significantly reduce the fibres and reduce pilling.
 - vi. 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. Cracking may occur in solid wood pieces, although it should not be excessive as to render the product un-useable.
- f. Our fabric and leather should not be exposed to excessive sunlight or lighting, as these will fade the colour dyes.

- g. Important information about your Coricraft products will be explained to you by your sales consultant in the showroom, will be emailed to you when confirming your order and is available on our website. Please take care to read through these.
 - i. Care instructions, including how to maintain your Corifill cushion filling.
 - ii. Guarantees
 - iii. Measurements

6. Our Payment Terms

- a. Our prices are quoted according to the country in which we trade:
 - i. On the website and in South Africa, prices are quoted in South African Rands inclusive of Value-Added Taxation ('VAT') and are valid and effective only in South Africa.
 - ii. In Namibia and Botswana, prices are quoted in Namibian dollars and Botswana Pula respectively, inclusive of Value-Added Taxation ('VAT') and are valid and effective only in those respective countries. In the unlikely event of an extreme exchange rate fluctuation, these prices may change without notice until you have paid your 50% deposit.
 - iii. Our website is not currently available for purchase from outside South Africa, or for delivery to countries outside South Africa.
- b. Prices are subject to change and confirmation by Coricraft's Call Centre 087 245 0005 or in any Coricraft showroom as per our system.
 - i. We strive to maintain our ticketing of showroom product. However, from time to time, an error may occur. When the sales consultant loads your sales order, the price quoted by the system is final.
- c. Except where noted otherwise, the prices displayed on our website for our products represent the full retail list price of the product itself, in South African rand and including VAT. Despite our best efforts, a small number of the items may be incorrectly priced. If an item's correct price is higher than our stated price, we will contact you to indicate the correct price and offer you to cancel, reselect or pay in the difference to continue with the order.
- d. Our payment terms depend on whether the stock is immediately available or still to be Made-To-Order for you.
 - i. We require 100% payment for all immediately available stock, as we will contact you shortly thereafter to confirm a delivery/ collection date.
 - 1. If the item is in your showroom of choice, you may choose to take it with you or for it to be delivered to you. This excludes display-only items. Our team will contact you to confirm a delivery date.
 - 2. If the item is on our warehouse, our team will contact you to confirm a delivery or collection date.
 - ii. For Made-To-Order items, we will create the factory job only when 50% deposit is received. The balance will be payable immediately the item is manufactured.
 - 1. Your sales consultant will confirm the expected lead time on your product.
 - a. Should any delays arise during the manufacturing process, your sales consultant will update you with the revised lead time. If the lead time is extended by more than a month, you may choose to cancel.
 - b. Similarly, your sales consultant will update you should the expected lead time change on our imported product. From time to time, for reasons beyond our control, these containers may be delayed. Your sales consultant will keep you updated, giving

you the opportunity to reselect or take a refund should the delay extend beyond a month.

2. The balance is immediately payable once the product is ready for collection/ delivery. We are not set up as a layby business, and have limited warehouse space, so you will be charged a storage fee 30 days after your goods become available for collection or delivery.
- iii. Adding goods to a sales order, either in the showroom or online, without completing the payment does not constitute a valid order, so we may remove the goods from your account if stock is no longer available and/ or change the price of the goods without notice to you. You cannot hold us liable if the goods are no longer available, or the price has changed if you complete the purchase process at a later stage.
- e. Ownership of the goods will rest with Coricraft until payment has been received in full, after which we will release the goods for delivery or collection (including releasing goods to outside transporters).
 - i. Should we not receive payment of the balance due and/ or be able to confirm delivery/ collection date within 30 days of the product completion, we will charge you storage fees of 10% of the sales order value per month or pro rata.
 - ii. If we cannot successfully deliver the goods to you within three months of the product completion, we reserve the right to cancel your order, deduct any storage or delivery charges and then refund any balance due to your Coricraft account, to be used later in store.
- f. Promotions and campaigns are only valid on selected items on the website and in-store, as specified by Coricraft, and while stocks last.
 - i. Exclude all services such as CoriGuard and delivery fees, unless specifically stated.
 - ii. Exclude all other promotional discounts e.g. launch prices, modular couch combo deals, unless specifically stated.
 - iii. Exclude all care kits (upholstery, leather), unless specifically stated.
 - iv. Discounts cannot be applied to items purchased before the launch date of the campaign, or after the campaign has ended unless you have a valid quote. The validity of your quote is based on the expiry date noted on the top left section of your quotation.
- g. Our clearance centres sell end of range and shop-soiled goods. We urge you to inspect all purchases before leaving the premises as we will not accept returns. However, should a latent defect emerge within six months, you do have the right to return the product for exchange or in-store credit only.
- h. Coricraft offers you a variety of payment options, which will be explained to you by your sales consultant and are visible on our website.
 - i. No cheques accepted.
 - ii. No laybys allowed.
- i. We take reasonable steps to secure your payment information and we use a payment system that is sufficiently secure, with reference to accepted technological standards at the time of the transaction and the type of the transaction concerned. Transacting with us electronically (including transacting on our website using your credit card details) is safe and secure.
- j. Due to time delays between banks and a manual in-house allocation process, EFT (Electronic funds Transfer) payments require **at least** 48 working hours to clear funds and be allocated to your sales order.
 - i. Please use your sales order number as your payment reference to speed up allocation of payment.

- ii. Alternatively, use one of our instant allocation options available to all customers. All of these are widely used, secure payment gateways.

7. Delivery and Collection

- a) You may choose to receive your purchase in one of several ways:
 - i) Collection from the store for specific smaller items, which your sales consultant will confirm with you.
 - ii) Collection from our warehouse.
 - iii) Delivery to destination e.g., Home, office, holiday home. We will charge a delivery fee for every delivery you request, which will be quoted and billed at the time of purchase, depending on your product choice and delivery address.
 - iv) Purchases made on our website www.coricraft.co.za are only available with delivery.
- b) Our team will confirm the delivery or collection date directly with you.
 - i) The sales consultant is unable to confirm delivery as our logistics team plans the routes according to the deliveries to be made.
 - ii) Our warehouses are only available at certain times for collections, so please do not arrive without an appointment.
 - iii) We deliver Monday to Saturday (excluding public holidays) and may use third parties from time to time. Our ability to deliver is also always subject to certain factors, including the availability of the goods and the supply of accurate delivery address details.
 - (1) We can only deliver the goods if it can fit into lifts, **on** staircases, through passages and through doors at the delivery address. The maximum couch length that can be fitted into an elevator must not exceed 2.2m. Please check before confirming delivery.
 - (2) We confirm the date of delivery only when booking the delivery. The night before, when we have completed the route planning, you will receive an SMS indicating a three-hour slot estimate for your delivery. When the delivery crew is at the delivery address before yours, you will receive an SMS indicating so.
 - iv) Delivery fees may change at any time until you have paid your 50% deposit.
 - v) Additional delivery charges (which will vary, depending on your delivery address) may apply to outlying areas or to additional hoisting services. The delivery fee and any additional charges applicable to your order will be communicated to you and must be paid before delivery.
 - (1) If the flat or apartment does not have a suitable lift for the furniture, the Coricraft delivery team will only be permitted to carry the items up to 3 floors in height, providing the stairwell and passages are wide enough to accommodate the items without any damages to the goods.
 - (2) Coricraft delivery teams are not equipped to hoist goods over balconies. Should hoisting of goods be required, a dedicated, appropriately equipped team would be required and will be subject to an additional charge.
 - (a) Certain products are not suitable for hoisting due to their weight or fragility. Please see our website for a list of these items. Typically, this list includes:
 - (i) Solid wood dining tables or sideboards longer than 2m.
 - (ii) Cabinets higher than 1.6m in metal, marble, or solid wood.
 - vi) 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.
 - vii) We will always do what is reasonably possible (but cannot guarantee that we will be able) to ensure that delivery happens as confirmed with you.

- (1) We will arrange for delivery to the delivery address that you provided to us. We are not responsible for any loss or unauthorised use of the goods once we have delivered the goods to the delivery address you have provided to us.
- (2) For deliveries to complexes, you are responsible for confirming body corporate regulations on truck sizes, as our delivery crew is unable to carry the product to your house from the entrance of the complex. Our call centre will email confirmation of the telephonic discussion to you, after confirming the date of delivery; it is your responsibility to check this to prevent aborted delivery/ additional delivery fees.
- viii) You must ensure that we can access the place of delivery, and that the location is cleared for the goods to be delivered.
 - (1) We will place the goods delivered where you choose but are not permitted to re-arrange your furniture or clear areas in preparation for the delivery or remove unwanted goods from the premises.
 - (2) Please remove all valuable or breakable items from the delivery site and ensure your pets and small children are secured in a safe location away from the delivery crew and site. We do not take responsibility for any items claimed to be missing or broken.
- c) We deliver assembled goods or assemble the product at your delivery address.
 - i) This assembly service, if the item comes unassembled, is free of charge.
 - (1) If our delivery crew arrives without the correct tools, we will arrange a time suitable for you for their return to complete the assembly job.
 - (2) If you require us to assemble the goods later than the delivery date, we will charge you an additional call-out fee equivalent to your delivery charge, which must be paid in advance.
 - (3) We are not liable for any damage to goods, missing parts or personal injury you or anyone else may suffer if you assemble the goods yourself. We will not accept return of goods, nor will we replace goods that were damaged when you assembled it.
 - ii) Furniture delivered will be unwrapped on site and the packing and wrapping material removed unless requested otherwise.
- d) Please do not tip or pay our delivery crew members.
- e) Our delivery crew's responsibility is to deliver your goods to you. All information regarding product quality or any other product-related questions should be directed to your sales consultant or our call centre.
- f) **Accepting your delivery**
 - i) We will attach guarantees and care instructions (if applicable) to your order confirmation email. They are also available for reference on our website www.coricraft.co.za
 - ii) On delivery we will require that you or your authorised representative sign for the goods to confirm receipt of goods.
 - iii) If you are unable to accept the goods yourself, please ensure that your authorised representative is available at the delivery address. If anyone else accepts delivery of the goods at the delivery address, they are presumed to be authorised to accept the goods on your behalf.
 - iv) If no one is at the delivery address to accept delivery, we will contact you to arrange an alternative time. You will be charged additional delivery charges if we cannot deliver the goods to you due to access problems or if you are not available when we deliver the goods or if you did not confirm the correct truck for your complex.
 - v) If we are unable to deliver the goods to you after three attempts, or should we deem it appropriate under the circumstances, we reserve the right to cancel your order, deduct

charges we have incurred for failed deliveries or additional storage, and refund the balance due to your Coricraft account.

g) Inspecting the goods

- i) You must inspect the goods when they are delivered to you.
- ii) If you are satisfied that the goods are in good condition and not damaged, you or your representative must sign the invoice, which will be proof that the goods have been delivered in a good, undamaged condition.
- iii) If the goods are damaged in any way, you must:
 - (1) Note the reason for rejecting the goods and the nature of the damage on the invoice - this will be communicated to us when the truck returns to the warehouse, so please expect a call from our Customer Care Support Team to discuss the way forward.
 - (2) We recommend you take pictures and videos and email them to info@coricraft.co.za with your sales order number. Include a copy of the notes you made on the invoice.
 - (3) Do not accept delivery of the goods.
- iv) If you do not note the reason for rejecting the goods and the nature of the damage on the invoice and you keep the goods, we are entitled to regard the goods as if they were in good condition and not damaged when delivered to you.
- v) If our delivery crew damages your property, please send photos and details of damage with your sales order number to info@coricraft.co.za for an assessment. Please expect a call from our Customer Care Support Team to discuss the way forward.
- vi) We recommend testing your CoriGuard on the day of delivery to ensure it is working properly. To test it, drop a small amount of water onto the fabric or leather. The droplet should roll off and not soak into the material. Should the test fail, please notify us immediately by emailing info@coricraft.co.za.
 - (1) The liability under this warranty shall not exceed the original price of the CoriGuard treatment. In the event of a claim, please notify Coricraft within 24 hours of the stain occurring by sending an email to info@coricraft.co.za.

h) Courier

- i) We sometimes make use of courier services to deliver the goods to you. By shopping with us, you agree that we may share your personal information with our couriers so they can deliver your goods to you. Please refer to our Privacy Statement for more information.
- i) **Collection from a Coricraft showroom or warehouse**
 - i) If you have chosen to collect your goods from our one of our warehouses, our call centre will call you at least two working days before you intend to collect the goods ("working days" means weekdays: Monday to Friday, excluding public holidays). For collections from any showroom, you will receive a call from the sales consultant instead.
 - (1) The agent will confirm directly with you who will collect the goods, and the date and time of collection. If you arrive without an appointment, we may not be able to give you your product, due to our quality control process and picking schedule.
 - (2) If applicable, the agent will confirm whether you want your furniture to be assembled before collection.
 - ii) The person who collects your purchase must have the original order confirmation and produce a form of identification.
 - iii) You or your representative must inspect the goods when they are collected and sign a collection slip, which will be proof that the goods were collected in good, undamaged condition.
 - (1) If the goods are damaged in any way, you must notify us immediately and not take the goods with you.

- (2) You accept full responsibility for the goods once they leave our store or warehouse and we will not be held liable for any loss or damage to the goods, whether you, your representative or a third-party transporter collected the goods. For this reason, customers are requested to inspect products prior to leaving our premises.

8. Returning Your Purchase

- a) We do not accept cancellation or returns of sale items.
- b) We do not accept changes, cancellations or returns of Made-To-Order items.
- c) Any off-the-shelf items and items in stock are subject to the returns and refunds policy below.
 - i) If you change your mind about your purchase, you have 30 days to return your item from the date of delivery or collection.
 - (1) All items should be unused and returned with the proof of purchase. If you received the goods as a gift, the proof of purchase is still required.
 - (2) We'll refund the item/s in the same way you paid, less the applicable service (e.g. CoriGuard) and delivery charges.
 - (3) Furniture will attract a 10% handling fee.
 - (4) Should you wish the item to be collected from your address, please contact your sales consultant or our call centre on 087 245 0005. A collection fee will be charged.

d) Faulty items

- i) All merchandise displayed and sold by Coricraft is subject to stringent quality control standards. In the unfortunate event of you receiving a faulty item from us, please contact your sales consultant or our Customer Care Service Team on 087 245 0005.
- ii) Our team will arrange the collection date and time to collect your furniture. Accessories may be returned to a Coricraft showroom near you.
 - (1) We will offer you your choice of a repair or a replacement if the item is still under guarantee, depending on the defect.
 - (2) Our accessories carry a six-month guarantee period from time of purchase as per the Consumer Protection Act.
 - (3) We offer a longer guarantee period than stipulated by the Consumer Protection Act on our hand-made couches:
 - (a) Our couch frames are guaranteed for 10 years from the date of purchase.
 - (b) The webbing, springs, foam, filling, and stitching on our couches are guaranteed for 2 years from the date of purchase.
 - (4) All other products are guaranteed against manufacturing defects for 1 year from the date of purchase. For claims process please refer to our care instructions and guarantee document which will be emailed to you with your sales order confirmation.
 - (5) Please refer to information packs attached to your sales order confirmation email for more information on your product choice.
- iii) You will not be eligible for a refund or replacement if our assessment reveals that you have not followed the product usage or care instructions, the goods are not defective or not affected by quality issues. We will, however, quote you on a repair which you are not obliged to accept.
- iv) If you choose to have your goods repaired more than 6 months after the date that you purchased the goods, we reserve the right to charge a repair fee.

e) Refunds

- i) If you purchased the goods yourself and meet all the refund requirements as per our terms and conditions, you will receive a full refund, minus applicable service and delivery charges.

- (1) Refunds will be processed at the store if under the floor limit; or processed through our finance department if over the floor limit.
 - (2) Please email an electronic copy of your ID and proof of bank account information to your sales consultant to process your refund timeously. Depending on the payment method used, we may need to request additional information.
- ii) If you received the goods as a gift, or if you do not have the invoice, we may use our discretion to allow you to exchange the goods for goods of the same value at the same brand store (you will not receive the balance if you exchange the goods for other goods of a lower value), or for a credit at current price, minus any current promotional discount.

9. Repairs for out of warranty items

- a) You may request a repair via your sales consultant or by contacting your nearest showroom or our Customer Care Support Team.
- b) You will be contacted directly with the repair quotation, which you will need to accept before we can proceed with the repair.
 - i) Repairs do not qualify for promotions or discounts.
 - ii) The fees charged for Repairs vary, depending on (for example), the availability of the spare parts, the condition of the goods, the materials that the goods are made of and the characteristics of the goods.
 - iii) Repair quotations are valid for 7 business days from date of issue and are subject to change once this time has expired.
 - iv) Upon your approval of the quotation, payment of a specified amount or a deposit may be required to initiate the Repair:
- c) You will receive an expected completion date by email or SMS.
- d) Most Repairs are completed within the time communicated to customers, but unforeseen delays could occur. Any delays will be communicated to you wherever possible.
- e) We will notify you once your repaired goods are ready for collection, using the contact details that you provided us with, and confirm a delivery or collection date.
- f) If you fail to accept delivery of the repaired goods within 90 days once notified of completion, your goods will be deemed abandoned by you and we reserve the right to sell your goods to cover our costs of work done in respect of your goods, and/or the costs of safekeeping of your goods. If your goods are sold by us as set out above, you expressly indemnify us and waive any claims for loss or damage incurred as a result, whether directly or indirectly of your goods being sold.
- g) You will be required to sign confirmation that the repair meets your expectations in terms of look and quality. This will be proof that the repaired goods have been received in a satisfactory condition.
- h) If you cancel your repair after you have accepted our quotation, but before collection; or wish to return your repaired goods, you will not be entitled to a refund, exchange, credit, or further repair, unless the item is defective.
- i) If we repair your goods, it does not mean that we will do so again in the future. We have the right to refuse to enter into any further agreements with you.

10. Clearance Centres

- a) Stock is sold on a first come, first serve basis. We cannot reserve stock without full payment.
- b) Credit cards (and associated platforms e.g. Ozow) are accepted payment methods. Cash and cheques are not accepted payment methods.
- c) Our clearance centre stock is discontinued, end of ranges, shop-soiled or slightly damaged. All stock is sold as per condition seen on the sales floor at time of purchase.
- d) No refunds or exchanges are accepted.

- e) We do not offer warranty or guarantee on any product sold out of our clearance centres.
- f) Purchased stock must be collected or delivered within 24 hours.