



SIGNIFY COLLECTIONS

Business registration number: 2022 / 612925 / 07

Address: Rosemary Hill
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0001
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Terms & Conditions-
Wedding & Event stationery & Signage

Definition Key:

The “Client” – refers to the couple or client making use of the services and products of Signify collections

The “Terms” – refers to the Terms and conditions of making use of this service

The “Outsourced supplier” refers to any supplier who is not a part of Signify collections such as a décor supplier, venue coordinator, wedding planner

General:

All our clients are required to accept the terms and conditions and complete the contract before proceeding with an order; this is to eliminate any misunderstandings between the two parties and in turn sets realistic expectations by yourself which will be met by Signify Collections.

We might not respond to messages immediately however please be patient as we deal with a volume of requests and projects at the same time, we will get back to you as soon as we possibly can. All final communication should be done via email for record purposes, Whatsapp can be used for general enquiries/ pictures sent only.

Lead times & final approval:

Designing, printing and assembling can take anything between 10-20 days AFTER you have sent through the final information especially during peak season (February-April, September-December), please give us enough lead time to get your stationery ready on time and note that no changes will be accepted once the items have been sent to the printers and has been assembled, our cut off time is 14 days working days prior to the wedding date.

We will try our best to assist where ever we can if there is changes to be made but please plan accordingly and understand if we cannot assist.

Production timelines are as follows but will be adjusted as necessary for short lead bookings:

Final information submitted by client 4 weeks prior to the event or wedding

Design proof sent for sign off within 2 weeks prior to the event or wedding (this may vary depending on peak season)

Final design sign off 7 days before the event or wedding – once the client has approved all designs and signed off no changes are permitted.

Collection – 1-2 days prior to the event

The client will be required to proof read and sign off on all designs, before print and final payment; it remains the responsibility of the client to ensure all names, spelling and grammar is correct as per the information provided by the client, the client is required to submit all final information in WORD format and in the required language; the designer will then copy the items directly to the design.

Signify collections will not be held liable for spelling errors submitted by the client. No refund or reprint will be granted after a final approved design has gone to print due to oversights by the Clients proofreading.

The artwork is required to be signed off 7 days prior to delivery/collection, should the artwork or final payment not be made in time, Signify Collections will not take responsibility should the items not be ready in time.

Approval will only be accepted in writing,

Hire items:

A cleaning & packaging fee will be charged for items hired.

Please ensure the items are packaged as you received them when returning to avoid damages.

Please do not place any items near candles as the wax stains and damages the items.

A fee will be charged for replacement or repair based on the companies discretion should any items be damaged; the fee is payable within 7 days from returning the order.

Any damaged items must still be returned; if items are missing completely a replacement fee will be charged.

Hiring does not include set up; please arrange collection & return from our offices in Centurion or Pretoria East

Signify Collections does not courier hired items, however the client is able to do so at their own expense however please ensure the items are collected and returned on the specified dates.

The hire period is valid for: collection the day before the event, the event date and the return date; please ensure the items are returned on the specified date given by Signify Collections, note our offices are closed over weekends

If items are hired for a weekend, the collection day will be Friday and the return day will be Monday. Collections and returns are to be taken place between 09:00-16:00 only.

If the hired items are returned late; a penalty fee will be charged which will be 100% of the total invoice for each day that the items are not returned which is payable within 7 days once the items have been returned.

Under no circumstances are third parties or décor suppliers allowed to return the hired items on behalf of the client due to damages, should this happen and there are damages the client will remain responsible for the replacement cost.

No changes can be made to hire items – should the client want a personalised item; Signify Collections will gladly sell a personalised item instead of hiring the item.

Design fees/Printing fees/material fees:

Signify Collections reserves the rights to charge additional fees or change the initial pricing given should the client makes numerous changes to the elements of designs including, but not limited to; the overall design, the material changes, papers and finishes, added materials, printing methods therefore the client agrees that he/she will be held responsible for the final fee adjusted during the design process and the client will be informed of the final fee prior to printing the final design if the fee has changed from the specified amount.

Quotes are only valid for 7 days.

Designing can take hours on end and depending on the client a numerous amount of changes could be made; hence the design fee will be charged and can fluctuate.

The designs are intellectual property of Signify Collections and cannot be duplicated or edited without prior notice or permission.

Quotes are only valid for 7 days due to exchange rates, material costs, paper availability, quantities, vendors & seasonal costs, therefore all production costs will be sourced at the time the project is ready to begin, we will however give a cost estimate which is subject to change.

Packaging fee will be charged as we do package your items to ensure they do not get damaged.

Designs:

We require the client to send inspirational pictures for the following in order to minimise confusion with the design process:

- Fonts that you like
- Florals that you like
- Colour scheme to use
- General stationery pictures that you like

Design proofs are only sent digitally; One initial design will be sent based on the Clients reference pictures thereafter the designer will carry the approved design throughout the project.

Two revisions are allowed for the final roll out, should additional revisions be needed an additional cost will be incurred for the design fee thereof. Design fees are charged by hour.

Print proofs can be arranged at an additional cost with a lead time of 14 business days.

For custom made projects such as ring boxes, gift boxes, cake toppers etc a digital design will be sent to show the font, placement and layout, materials used will be clearly communicated. Once digital designs are approved then the manufacturing will begin. No physical samples will be provided.

Delivery/collection:

Products need to be collected by the client at Signify Collections studio in Centurion or Pretoria East on a date & time agreed by Signify Collections and the Client.

Signify Collections does not arrange courier services. However the client is welcome to do so on their own expense.

Signify collections will not take responsibility for damage to stationery once it has left the premises via courier or the client, Signify collections will ensure the items are packaged safely however once it has left our premises we cannot be held liable.

Signify collections will not be held responsible for failure or delay in supply or delivery where such failure or delay is due to or partially due to any cause or circumstances outside reasonable control of Signify Collections, including but not limited to loadshedding, internet/connection malfunctions, war, epidemics, natural disasters, strikes, lockdowns, lockouts, industrial disputes or unrest, government restrictions, transport delays, fire, power outages, breakdown of plant, theft, vandalism, riots, civil commotions, accidents of any kind or acts of terrorism.

Set up & application:

Should the client opt for delivery and set up at the venue; Signify collections will charge a fee taking into consideration the travel costs and time needed to set up the items.

All quotes exclude set up and application of items at venues; should you require set up a fee of R250.00 per hour for labour and R10.00 per KM will be charged for travelling. The fee may be adjusted based on the discretion of Signify Collections.

It is not the responsibility of a third party outsourced supplier such as a décor supplier or venue coordinator to set up the clients stationery unless an agreement has been made between the necessary parties. It remains the clients responsibility to ensure there is a nominated person or take it upon themselves to set up the stationery.

Application at our studio; the fee will be charged based on the scope of the application, items are requested to be delivered to the studio no later than one week prior to the wedding/event date and items must be collected from the studio at the date specified by the owner.

Refunds and returns:

It is agreed that Signify collections is not responsible or held liable for any errors contained in the final product after the final product has been approved by the client, committed to print or posted in view of the public.

Signify collections will not be held liable for any changes made after approval, It remains the clients responsibility to inform Signify Collections within 24 hours from receiving the product in the event a reprint is needed and it will be at the cost of the client to return the items to Signify collections. Signify collections will confirm the new date of delivery/collection only once the redesign and reapproval has been done.

As with all print projects, payment for reprint must be prepaid.

Colour variations:

Please note all colours seen on a monitor is RGB thus the colours printed will differ, we cannot guarantee the colours seen on a phone/laptop/monitor will be the same as the actual print.

Miscellaneous:

Signify Collections has the right to photograph all completed designs and make use of them for publication, exhibition and promotional purposes therefore Signify has the right to share images on social media.

Goodwill:

The contractual agreement assumes Goodwill from both Signify collections and The Client regarding: What can reasonably achieved in a given time frame and making the best use of available resources within a budget.

Indemnity:

The client agrees to indemnify and hold harmless Signify Collections from any and all claims, demands, losses, causes of action, damage, lawsuits, judgements, including attorney fees and costs but only to the extent caused by, arising out of the work supplied by Signify Collections.

Payment schedule:

The client is required to make a 50% deposit and send proof of payment to info@signifycollections.co.za . The remainder of the payment is due 21 days prior to the wedding /event date. The deposit is non-refundable as we take on a limited amount of projects in a given timeframe thus showing business away for the requested date. However within reason at the discretion of Signify Collections, a refund may be considered.

Cancellation policy:

Cancellation within 1 months’ notice and less to the wedding/event date- deposit is forfeited and 100% of the remainder of the invoice is due.

Cancellation within 2-3 months’ notice to the wedding/event date- deposit is forfeited and 50% of the remainder of the invoice is due. Pro-rata rate will be determined and can be charged to cover design fees throughout the process and for custom made favours, if the material has been purchased & manufactured this will be charged to the client.

Cancellation with 4 months and more to the wedding/event date, deposit is forfeited. Any further payments made will be refunded. Pro-rata rate will be determined and can be charged to cover design fees throughout the process.

By signing this document, the Terms and Conditions of Signify Collections has been accepted

Contract acceptance

Bride/Client Name: _____

Bride/Client Contact number: _____

Bride/Client email address _____

Partners Name: _____

Partners Contact number: _____

Partners email address: _____

Wedding/event date: _____

Delivery address (if applicable): _____

Signature:

Signed on this _____ day of _____ 2023.