

## Terms and Conditions

This website is owned and operated by:

### **The Milkshed Foundation Trust t/a Milkshed Trust Number IT26/2013 NPO 124-555**

For customer services and enquiries, please email us at [hello@milkshed.co.za](mailto:hello@milkshed.co.za)

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#### **1. How to place an order**

Orders can be placed through our website, over the phone and via email. Once you have placed an order with us, we will email you within 24hrs (or next working day) with an order confirmation and additional information relating to your order. Once you have received a confirmation you will have entered into a purchase contract with us.

In the unlikely event that there is a pricing mistake or the goods are no longer available, we will advise you of this. In this case you will not receive a confirmation email and therefore, there will be no contract between us.

Out of stock items lead times vary between 1-8 weeks. We try maintain stock of all items at all times, although if time is of the essence please contact us at [hello@milkshed.co.za](mailto:hello@milkshed.co.za) before ordering online.

#### **2. Delivery**

We deliver using a variety of logistics partners depending on the size of the item and destination. While we do everything we can to adhere to delivery times stated, **Milkshed** cannot be held responsible for any delays which are beyond our control. Items are delivered by single drivers to the ground floor of your property only. Please contact us if you need a different level of service.

Please be advised that levels and types of service will vary according to the country of destination.

OUR PRODUCTS ARE QUALITY CHECKED BEFORE LEAVING THE FACTORY IN PERFECT CONDITION BUT PLEASE INSPECT YOUR GOODS ON ARRIVAL AND DO NOT SIGN FOR THEM UNLESS YOU ARE CERTAIN THAT THEY HAVE ARRIVED IN GOOD CONDITION. IF YOU ARE UNABLE TO CHECK THE CONTENTS ON ARRIVAL PLEASE SPECIFY THAT YOU HAVE INSPECTED THE BOX ONLY (REMARK ON ITS CONDITION IF POSSIBLE) AND PLEASE CHECK GOODS WITHIN 24 HOURS. IF YOU SIGN FOR THE GOODS AND THEY TURN OUT TO HAVE BEEN DAMAGED THE TRANSPORT COMPANY WILL NOT ASSUME LIABILITY.

In order to keep your goods in the best condition possible during transit, they are carefully packaged to avoid damage. It is essential you keep the packaging until you are 100% satisfied with your order. If you wish to return your order for any reason we can only accept the products if returned in their original packaging. It also essential to keep the packaging until you are 100% satisfied with the order because in case of damage the delivery company will need to inspect the packaging.

Delivery company disclaimer:

Please be aware that although our delivery drivers take every care when delivering your products, we cannot be held responsible for any damages that occur to your property or possessions whilst the delivery is in process. It is your responsibility to take every care to cover any carpets or furniture and remove any valuables, including pictures, from the delivery area.

Delivery charges and surcharges apply.

### **3. Cancellations and Returns**

You are able to cancel your contract with us at any time up to 5 days after the day of delivery. If you wish to cancel your order you must do so in writing, either by email at [hello@milkshed.co.za](mailto:hello@milkshed.co.za).

If you request a refund, we will refund the amount you paid for your goods excluding the original delivery and the charge for returning the goods (unless they are faulty or damaged). The delivery charge is non-refundable. If you fail to take reasonable care of the goods before they return to us and this causes the damage or deterioration of the products, we will charge you for the reduction in value.

Any products returned should be unused and in their original packaging. Therefore, please check your goods thoroughly to ensure you are satisfied before disposing of your packaging.

Due to hygiene reasons, mattresses cannot be returned if they have been removed from their original packaging.

Custom size or bespoke items cannot be returned.

For security reasons, refunds are given by the same method that the original payment was made by.

This cancellation policy does not affect your statutory rights.

#### **4. Faulty Goods**

We work hard to ensure your goods arrive in a perfect condition. However, if you should find any problem with your order please contact us at [hello@milkshed.co.za](mailto:hello@milkshed.co.za)

Please do not attempt to fix the problem yourself, contact us first. We are unable to accept any goods back if changes have been made, as it will invalidate the manufacturer's warranty.

We try to display our products as accurately as possible on our website. However, as different computers display different colours, we cannot guarantee the complete accuracy of the pictures or photographs shown.

#### Disclaimer

Wood appearance:

We supply high quality reclaimed wood. This may vary for grain, colour, knots and other markings. We do our best to select and match as appropriate but we cannot accept returns on the basis of natural variations. Any special requirements for colour, matching, etc. must be provided in writing.