





Payments can be made into the RubyGrey Creative banking account:

Account Name: RubyGrey Creative CC  
Bank: Standard Bank of South Africa Ltd.  
Branch Number: 016342 (Greenstone)  
Account No: 020012217 (Current Account)

**Terms and Conditions for Off the Shelf orders:**

- 1) 50% deposit payable on confirmation of order. Balance due on completion of order prior to dispatch/delivery.
- 2) All pricing currently published on our website is valid and supercedes any previously viewed or previously printed order forms. Orders will be billed at current published online rates.
- 3) Pricing is in ZAR and is subject to change without prior notice. Invoices are payable in ZAR. Offers are currently only available to South Africans paying in local currency.
- 4) All prices include VAT (at 14%) unless otherwise stated.
- 5) Rush jobs (orders required within less than 10 working days) will be subject to a surcharge of 15% of the total before VAT. Rush jobs will be accommodated where production schedules allow.
- 6) RubyGrey Creative cannot be held responsible for faxes/emails not received. If you have not received your invoice (indicating we have processed your order) within a working day, please contact us to make us aware of your order.
- 7) All international deliveries as well as deliveries falling outside of major RSA city centers are subject to additional delivery charges.
- 8) Variations and additions will be invoiced accordingly.
- 9) RubyGrey Creative will not be held responsible for any misperceptions arising as a result of any orders proceeding where a client has elected not to take the standard included sample.
- 10) Before proceeding with any designs, layouts etc., a signed-off order is required.
- 11) It is the responsibility of the client to sign off all artwork prior to going to print. No printing will begin without the relevant documentation being signed-off. Email and telephone approvals are not valid.
- 12) RubyGrey Creative will not accept any responsibility for errors, omissions or otherwise as a result of artwork not being signed off.
- 13) All logos, copy and other content to be supplied in required formats.
- 14) All artwork **includes 2 (two) authors changes**, after which additional artwork charges will apply at R320/hour.
- 15) Lead time: Orders commence only once a deposit payment has been made. Samples are posted within 3 working days of receipt of deposit payment. Artwork is emailed within 5 working days of receipt of wording. Orders are completed and ready for dispatch within 7 - 10 working days from sign-off of emailed artwork. Items will only be dispatched on receipt of balance payment.
- 16) Cash and EFT payments will be regarded as received as soon as they reflect in our account or proof of payment is received. Cheque payments will only be deemed as received once cleared. Note that cheques can take up to 7 working days to clear, which may cause delays.
- 17) The customer indemnifies RubyGrey Creative against any claims, costs and expenses arising out of the infringement of copyright, trademarks, patent or design.
- 18) All items will remain the property of RubyGrey Creative until full & final payment is received. Items will not be delivered or made available for collection without receipt of balance payment.
- 19) Any costs incurred in the recovery of debt will be for your account. Interest incurred on overdue amounts not paid as per invoiced terms will be charged for at prevailing bank rates.
- 20) All artwork and designs remain the copyright of RubyGrey Creative and may not be reproduced in any way, in part or full without written consent from RubyGrey Creative.

**Cancellation & Returns Policy**

- 1) Deposits are non-refundable. In the event of a cancellation of an order, any deposit amount paid will be forfeited.
- 2) Should the cancellation of an order be received once an order has been completed (either partially or in full), the balance and/or full invoiced amount shall be payable.
- 3) Changes to quantities ordered: Quantities as per your order will be regarded as minimum quantities and cannot be reduced. Additional items may be ordered.
- 4) Returns: Items delivered as per signed orders and signed artwork may not be returned /refunded for any reason whatsoever. Any errors on the part of RubyGrey Creative will be rectified and the relevant items will be replaced.
- 5) Any errors or discrepancies are to be reported to RubyGrey Creative within 24 hours of receipt of the ordered items.