

INTRODUCTION

These terms and conditions apply to any business conducted with FRANCES V.H Mohair. You agree that these terms are binding on you without qualification or exception.

PRODUCTS

Variations are inherent in the manufacturing of our unique handmade products, so you should expect differences from the images advertised.

Please talk to us before you place an order for a handmade product to satisfy yourself about this issue because slight differences and imperfections will not entitle you to reject or return a piece.

Advice on how best to care for our natural products is available on our website.

ORDERS

Orders will only be accepted when the client has confirmed all details (design style, dimensions, materials, finishes, etc.) in writing and paid a 50% non-refundable deposit. If you would like to discuss a custom design, please contact us at info@francesvh.com. Once we have received your email, we will get back to you as soon as possible.

PRODUCTION

Estimated lead times are shown on our website. While we will do our best to keep to these times, we cannot be held responsible for delays caused by factors beyond our control.

We will keep you informed about the progress of your order.

DELIVERIES

We dispatch completed orders within 5 days of full payment being received, including the applicable transport costs. It is the customers'

responsibility to ensure that the delivery details given to the transport company are correct.

We recommend that customers insure their shipments. While we pack orders carefully and use reputable transport providers, we cannot be held responsible for damage or loss in transit.

For shipments to destinations beyond South Africa, customers are responsible for any tracking costs, as well as customs and duties in the destination country.

PAYMENT

We accept payment via PayPal, bank transfer and EFT (electronic fund transfer). Details will be provided when an order is accepted.

RETURNS & EXCHANGES

Since every piece is made to order, we do not as a rule accept returns and do not offer exchanges.

However if you wish to return something because you believe it clearly does not meet the order specifications or is materially defective, in order for us to consider this, you must advise us within 24 hours of delivery and provide clear images of the item so that we can assess your request.

USE OF GOODS

While we make our products to the best of our ability, we don't know how you intend to use them and so we cannot make any warranty about their durability.

Advice on how to care for our carpets is available on our website.

INTELLECTUAL PROPERTY

All of the website content is subject to copyright and none of it may be used without our express consent.

A handwritten signature in black ink, appearing to be 'JH' followed by a wavy line.

PRIVACY POLICY

We collect personal information from you when you do business with us. We will only use this information for this purpose.

We collect information about your use of our website. We only use this information internally and we do not make it available to anyone else.

Our website is hosted on a secure server.

LAW

The entire provisions of these Terms shall be governed by and construed in accordance with the laws of the Republic of South Africa. You irrevocably and unconditionally consent to the non-exclusive jurisdiction of the courts of the Republic of South Africa in regard to all matters arising.

A handwritten signature in black ink, appearing to be 'JH' followed by a wavy line.