

## TERMS & CONDITIONS

### Clothing & Gifts

Colours of actual products may vary slightly from the printed colours shown.

Sizes may vary slightly from those provided.

Products may vary slightly from actual products due to the inherent limitations in photography, film separation and printing.

While we have endeavoured to ensure that the details provided here are accurate, mistakes might have crept in due to the volume of information.

Should you have any questions or uncertainties regarding information or products in the catalogue, please liaise with us to view a sample for confirmation prior to placing your order.

We cannot be held responsible for any mistakes made or costs incurred based on incorrect information.

The artwork, designs and trademarks imprinted on the products displayed are reproduced only as examples of the type and quality of branded products available. They are not intended to represent that the products are endorsed by or produced for the owners of the artwork, design or trademark.

Digital Identity will not be held responsible for incorrect artwork supplied by client.

Digital Identity will not be held responsible for incorrect measurements supplied by clients.

Artwork to be supplied in Hi-Res PDF Format with all fonts converted to curves (paths) to avoid missing fonts.

As styles and cuts vary, we recommend you fit clothing prior to placing an order should you be uncertain of sizing. E&OE

Please note: All items ordered are subject to stock availability. Delivery times will be four to eight days for items available in SA, while delivery on imported items will take ten to twelve weeks. Delivery times might be impacted by circumstances beyond our control.

On quantities of 500 and above, no set-up fee will be charged. On quantities of less than 500, set-up fees will be charged and quoted accordingly.

### Wallpaper & Vinyl

Digital Identity will not be held responsible for incorrect artwork supplied by client.

Digital Identity will not be held responsible for incorrect measurements supplied by clients.

Artwork to be supplied in Hi-Res PDF Format with all fonts converted to curves (paths) to avoid missing fonts.

All jobs for printing must have a signed off colour proof. If no proof is signed off or supplied, we will print to our "in house" standards and we will not be held liable for any colour variances.

### Installations

All furniture/ fixtures/ electronic equipment need to be removed/ moved from the area where the team will be working as our team will not be held liable for any damages.

Installations that are not cancelled 48 hours prior to the agreed date will be charged for. If the wall preparation by contractors is not adequate for installation to take place, a new installation date will be booked and charged for.

Requirements for Wallpaper/ Vinyl Installations: The wall surface needs to be a smooth surface. The Wall needs at least one coat of contractors primer paint - wallpaper cannot be applied directly to unpainted walls. If the wall has been rhino-lighted, we cannot take any responsibility if the plaster primer was not correctly applied and separation occurs on removal of the wallpaper. Wallpaper cannot be applied to walls where there is damp as lifting will occur.

### Payment Terms

Payment Terms are to be strictly adhered to. Interest will be charged on overdue accounts. Should payment not be received within 7 days of due date, 1.75% interest will be charged per month on the outstanding amount. Please note that all goods will remain the property of Digital Identity until paid for in full.