



Terms and Conditions

1. Trade policy

- a. Vic Bay is a wholesale distributor of blank apparel dealing with the promotional, marketing, screen-printing, embroidery, work wear and protective clothing sectors.
- b. To register as an approved re-seller of Vic Bay products, you will be required to complete a registration form and send through the necessary documentation.

2. Payment policy:

- a. No goods will leave our premises without being paid for including collections via courier. Orders will only be released once payment has reflected in our bank account.
- b. All goods remain the property of Vic Bay until paid in full.
- c. All new customers are required to pay by credit or debit card, EFT or cash.
- d. We accept MasterCard / Visa and Debit cards (No Amex and Diners).
- e. We encourage EFT's and have facilities at our offices to make Internet payments. Stock will only be released once proof of payment has been received.
- f. Cheques are no longer an accepted form of payment unless prior arrangement with management has been made.
- g. Please pay into the correct bank account to ensure that your order is cleared immediately.
- h. Payments from outside SA take between 4 and 7 working days to clear and goods will only be released when payment reflects in our bank account.
- i. Interest will be charged on overdue amounts (subject to the terms of our credit agreement).

3. Cancellation Policy

- a. Written orders (faxed, by email or online) constitute a binding contract and are legally enforceable.
- b. Once an order has been placed, cancellations prior to collection or agreed to returns after collection may be subject to a 10% handling and admin fee.

4. Sample policy

- a. Samples are available and are invoiced out at time of collection and refunded when returned within 10 working days.
- b. Samples must be returned in original condition as well as original packaging. Damage to any part of sample or packaging may result in samples not being accepted for return.
- c. Should samples become damaged or soiled and not fit for resale, Vic Bay will invoice you.

5. Returns policy

- a. We reserve the right to charge a 10% handling fee on the total value of the goods returned.
- b. No altered items will be accepted for return.
- c. No returns on special orders will be accepted unless there is fault with the stock.
- d. Unaltered goods, in their original condition will only be accepted back within 10 working days together with the original invoice. If payment was by card, the commission charges will be deducted.
- e. If you find any flawed garments, they must be returned within 10 working days with the original order, for replacement, credit or refund.
- f. No cash refunds over the value of R500.00 will be authorized at Branch level.
- g. No exceptions will be made.

6. General terms and Conditions:

- a. All orders will be held for 7 working days. Thereafter, if not paid for, it will be returned to stock.
- b. All orders must be counted with a member of our staff either before leaving our premises or at your own premises before signing acceptance on your invoice. Once done, no discrepancies will be accepted.
- c. If you choose not to count the goods, you agree that you are receiving the correct quantity of goods.
- d. Once stock has been collected from / delivered by Vic Bay, we have no control over it. As such we do not accept responsibility for any damages or shortages. Whilst every effort has been made to fulfil all orders correctly, should you take our goods to an external branding company, we ask that you check all items received BEFORE they get branded. Vic Bay cannot accept returns on incorrect items which have already been branded regardless of whether it's Vic Bay's fault or not.
- e. In the case of stock being sent by the client's courier, the client accepts Vic Bay's dispatch policy as being correct and no claims will be entered into in connections with shortages.
- f. Please note that our garments are 100% cotton and have been tested for quality standards. Any shrinkage will be within accepted SABS standards as long as the washing instructions on the label are adhered to. We cannot be held responsible for incorrect washing of garments.
- g. Whilst every measure is taken to ensure high standard garments, dark coloured cotton garments are not suitable for applications where garment is exposed to excessive sunlight and/or perspiration, as this will result in fading.
- h. All prices are subject to change without prior notification.

7. Online policy

- a. An online sales order placed does not constitute an official invoice as it still needs to be processed by a sales consultant.
- b. Orders are subject to stock availability. Orders are processed once the sales consultant confirms stock availability. Should an item be out of stock, the client will be contacted and informed of this; if not, the invoice will be processed.
- c. Vic Bay will not be held accountable for mistakes made by the client or any of their representatives. Please check your order carefully before checking out. Should there be an error made on the online sales order, please contact your sales consultant.
- d. Although utmost care has been taken in ensuring registration of legitimate users, Vic Bay will not be held liable for fraudulent accounts.
- e. Although the information provided on this website is carefully checked errors or omissions may occur. Vic Bay will accept no responsibility for any mistakes or misprints.
- f. Should a price be in question on the website, please refer to the price list for accurate pricing and raise the query with your local franchise branch.

Name: _____

Signature: _____

Date: _____