

## TERMS AND CONDITIONS

### **Privacy Notice**

All information regarding our customers will be treated as private and confidential and will not under any circumstances be given to a third party. We may however, from time to time, use your details to provide you with specials or promotions relating exclusively to our website.

### **Conditions of Use**

We strive to advertise our prices and availability accurately at all times, however we cannot be held liable for any errors or omissions. All content on this website, text, graphics, logos, button icons, images, audio clips and software, is the property of XPAT or its web host and protected by South African and International copyright laws.

### **Online Terms and Conditions**

Please read our Terms & Conditions carefully before placing your order. By placing an order with XPAT you will be in acceptance of these terms and conditions.

XPAT reserves the right to change these terms and conditions at any time by posting the updated terms and conditions. Please review our terms and conditions regularly for updates.

If our terms and conditions or any modification we may post is unacceptable to you, your only recourse is to terminate your use of this site immediately.

### **No Exchange or Refunds**

All purchases cannot be altered or changed under any circumstances once the order is confirmed.

All sales are final and it is your responsibility to ensure that the right product, colour and any other specification have been chosen before submitting your order.

XPAT permits orders online, or in person by visiting our showroom in Johannesburg, South Africa. Please select the option with which you are most comfortable.

### **Order Confirmations**

Order processing will not begin until we receive a confirmed order and full payment.

Order confirmation usually takes between 1 - 5 business days after the order has processed.

Should XPAT not have sufficient stock of the product to fulfil your order, new orders are placed on a quarterly basis, and although they are usually accurate to a week or two, please allow enough time for receipt of your order.

### **Payment Procedure**

Payment is made in full on order confirmation. XPAT does not provide credit facilities or payment terms. No refunds will be made after order confirmation and receipt of payment.

All transactions will be processed in South African Rands (ZAR).

## **Payment Methods**

XPAT accepts electronic transfers and direct deposits into our bank account.

No order will be processed until the payment is made. No cheques are accepted.

**Please see our “how to order page”**

## **Check your details!**

Incorrect personal details may lead to problems or delays in delivery. Please ensure you have included the full address details, including accurate postal code, your daytime contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are experienced on our contact form.

## **Shipping and Delivery**

Shipping is an additional cost, and will need to be quoted individually.

Please be very specific when providing shipping details, including all postal codes. Changes to shipping details can be made, but must be made within good time before shipping is completed.

Shipping rates do not include any charges imposed by customs control in various countries, such as customs duties and Value Added Tax, which is for your account and settlement with these authorities.

Every effort is made to effect shipment of your order timeously however unforeseen circumstances may cause delays. Should we be faced with such an occurrence, XPAT will contact you via email and provide a revised shipping schedule.

Should you wish to collect your order directly from our showroom in Johannesburg, shipping charges will be waived. Please indicate this option on ordering. The onus is then on you to collect when notified of the availability of your order for collection.

## **Estimated Order Time**

Order can take between 1 and 5 weeks to be completed, depending on product availability. XPAT shall not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from events which is beyond our reasonable control.

## **Customer Care**

We strive to offer you the best customer service we can. We welcome all feedback and aim to deal with any problems or difficulties experienced by our customers quickly and fairly.

We sincerely hope you will not need to complain but in the event you are dissatisfied with the service, please email [andreas@xpatuk.co.za](mailto:andreas@xpatuk.co.za) with full details of the complaint

Our Customer Service Department is available 5 days a week!  
Monday - Friday 9:00 a.m. to 4:00 p.m. Central African Time