

HAPPINEST™ CUSTOM

STANDARD TERMS & CONDITIONS

THE DESIGN PROCESS

- If a render is required for your project in order to give an accurate quote, a R5000 ex VAT render fee (per element) is required.
 - This render deposit is non-refundable.
 - This includes one round of changes to the render only. Should further revisions be required, an hourly design fee will be charged.
- Please ensure you have confirmed an estimated budget for your project with the team **before** commencing with design, as this will guide us through the design process.
- If any changes to design made by the client negatively impacts the longevity and quality of the final product, Happinest cannot be held liable.
- All renders, images and designs remain the intellectual property of Happinest and cannot be shared with or replicated by other suppliers under any circumstance.
- Renders are for illustrative purposes only and not indicative of exact specs, sizes and colours.
- Any logos or brand artwork will need to be provided by the client prior to the design process starting.
- We require a minimum lead time of 1-2 weeks to provide the first revision of a render, and this lead time can increase and fluctuate depending on the scale of the project, the capacity of our designers and how many projects are in our production line at the time.
- Happinest cannot be held liable should the selected paint colours not be exact in real life, if approved by the client prior to manufacturing. All pantones will need to be provided by the client prior to the design process starting if specific colours are required for any reason.
- This render fee can only be allocated against custom build invoices and is not applicable to hiring or neon orders.
- Any design changes required after render sign-off may incur additional fees.

GENERAL

- Happinest will photograph the custom items during manufacturing, installation and upon completion of the project. These images will be shared on Happinest online platforms and other marketing materials. The client confirms that access will be granted to a photographer on site if required.
- Happinest is not liable for damages to any custom items caused by customers, guests, clients or any external suppliers.
- All custom items manufactured by Happinest are made with love and by hand, which means variations and minor flaws can occur that do not affect the overall look and functionality of the items.
- Should Happinest be required to store, package, or transport items supplied by the client, an additional handling fee will apply. This may be invoiced post job completion if required.

PAYMENT & PRODUCTION

- A 50% deposit is required to commence production and the 50% balance is due before dispatch. Any variations to this will need to be confirmed in writing prior to the project commencing.
- Should the lead time be shorter than two weeks, a larger deposit will be required and this will be communicated in writing.
- There is a completed timeline on the last page of this document detailing payment dates. We offer a 5% discount on all invoices when paid according to this timeline.
- Should the client not settle any amounts owing prior to dispatch, Happinest will not deliver or install the items and Happinest will not be liable to refund any amounts paid.
- No items can be returned or refunded due to the custom nature of every item.
- Our standard production lead time is 4-6 weeks from date of deposit payment, and this is subject to change at the discretion of Happinest, depending on the nature and scope of each project and production capacity at the time of booking.
- Should a shorter lead time be required for any reason, an overtime surcharge will be included in your quote to cover the additional hours in the evenings or over weekends worked by our production team to complete the project on time.
- Should the original timeline be effected due to client changes or delays, this may impact production due to shorter lead times and result in overtime charges. These charges will be over and above the original quote, which will be invoiced accordingly and payable before dispatch.

CUSTOM MANUFACTURED ITEMS TO PURCHASE

- Should the client request to purchase the items there will be additional costs. Should this cost be approved and paid, the items will become the property of the client and they will be liable to store them and Happinest then accepts no liability and gives no guarantee of the longevity of the items.
- Any items stored at Happinest for a period longer than one week will accrue a storage fee that will be payable upfront before items are released. Storage will be charged until date of dispatch or collection.
- If any custom items are left at the Happinest warehouse for longer than 1 month without any written communication from the client, Happinest reserves the right to dispose of or use the items as needed.
- Happinest is not liable for any damage to items during transport if couriers are used or if client arranges their own transport.
- Should any future maintenance be required on the items, Happinest will charge additional fees for call outs, inspections, collections, deliveries, refurbishments, replacements etc. We do not provide any long-term guarantee on our custom items as each item is completely unique.

CUSTOM MANUFACTURED ITEMS TO HIRE

- All items are custom manufactured for HIRING unless otherwise specified in your quote.
- All items remain the property of Happinest after breakdown unless otherwise specified in your quote.
- This does not apply to shop fitting elements or permanent installations.

SHOP FITTING

- Any snags noted by the client on completion of the installation must be submitted to Happinest in writing no later than five days after installation is complete. Thereafter the job is considered approved and complete and any outstanding costs will become immediately due, with no exceptions.
- Happinest cannot be held liable in the event that other contractors involved in the project cause delays or damage to our installation.
- Any additional design and installation requests or changes made during an installation will need to be quoted on and approved before executing on site.
- Although the utmost of care and consideration goes into our designs for shop fitting, due to the nature of retail and the amount of people coming into contact with the items on a daily basis, we cannot guarantee the longevity of all items should they be kicked, scuffed, bumped or damaged in any way by customers, staff, or any other person in the store.

INSTALLATION

- Our standard installation times are between 09h00 and 16h00 Monday-Friday.
- Our quotes do not include any overtime for after hours installation or breakdown unless otherwise specified in your quote.
- Should you require after hours installation, additional costs will apply and these will need to be paid upfront prior to installation.
- Should weather conditions affect our ability to install the custom items for any reason, the full invoice will still be due and no amounts can be withheld by the client.
- Should the client require a team on standby on site for the duration of an event, additional costs will apply.
- It is the responsibility of the client to ensure the installation site has a level flooring. Should the floor not be level for any reason and should this affect the overall look or sturdiness of the custom item, Happinest cannot be held liable.
- Should there be no power on site for installation, a generator will be supplied by Happinest at an additional cost, which will be invoiced upon completion of the installation.