

TERMS & CONDITIONS:

Cancellation:

Orders can be cancelled up to the time we start manufacture which is usually within 12 to 24 hours of the order placement. If manufacture has not started, we will refund full payment less credit card processing fees of 3% of the full transaction value.

NO Returns and NO Refunds:

All shade sails are custom made to order, even the so-called premade sails, as such they are non-returnable and non-refundable.

Local Levies/Taxes & Duties:

1. Local charges (customs duty, sales tax, etc.) can occur depending on your region and local customs legislation. These charges are at your own expense.
2. If you do not pay customs duty, sales tax, etc and the goods are sent back to our factory you will not be entitled to a refund and if they must be shipped again you will be charged the shipping costs.
3. You will not be entitled to a refund in the event of non-delivery if the goods are turned back by customs because you are not allowed to import the goods

Place of Performance and Passing of Risk:

The place of performance for the delivery is our factory. The place of performance for payment is our principal place of business.

When goods are transported, the risk (of accidental loss, destruction, or deterioration) (the "Risk") shall pass to the Customer as soon as we have delivered the goods to DHL.

In such an event we will help facilitate a claim against DHL.

DEFECTIVE GOODS:

If there is a fault in the construction or size of the shade sail this will be immediately apparent when the item is unpacked and **MUST be reported within 48 hours of delivery**, in such instances the product will be replaced free of charge.

FRAUD:

This business is registered with CHARGEBACKDEADBEATS.COM which maintains a blacklist of customers who have attempted to defraud online vendors. If you attempt to defraud us, you will be added to the backlist which could negatively impact your ability to shop online.

AGREEMENT & CONSENT: When you proceed with payment you are agreeing to be bound by these Terms & Conditions and consenting to any action we take pursuant to these Terms & Conditions.