

# AFRICAN GREETINGS LTD - TERMS & CONDITIONS

## PRICING POLICY

- Prices are subject to change without prior notice.
- Kenya prices are set and payable in Kenya Shillings, and are subject to VAT at the current rate.
- Export prices are set and payable in US Dollars. No VAT is payable on export orders.

## FIRST TIME CUSTOMERS

- New customers' orders must be paid in advance. Orders will be processed once cheques have cleared / electronic transfers have been received.

## CONFERENCES & TRADE SHOWS

- Special offers extended at these events will only apply to orders taken at the event.

## CREDIT TERMS & PAYMENT

- Accounts will be opened for successful applicants at the sole discretion of African Greetings Ltd.
- Credit limits will be set and reviewed regularly.
- Terms of payment are strictly thirty (30) days.

## PAYMENTS

- **Cheque:** Please make cheques payable to 'African Greetings Ltd' and attach remittance advice. **Please note:** orders will be dispatched once cheques have cleared.
- **Electronic:** Proof of payment must be faxed to us with the invoice number.
- **MPESA and ZAP:** Please confirm remittance by phone/email/fax. **The customer is responsible for all associated charges for sending AND RECEIVING funds via MPESA and ZAP so that African Greetings Ltd receives the full invoice amount due.**

MPESA payments to: 0711 401562  
ZAP payments to: 0732 515431

- **Overdue accounts** will accrue a monthly service charge of 2%.

## SALES AGENTS

- We have a network of sales agents representing us, who will take orders on our behalf. **Please do not make payments directly to our sales agents. Orders are only valid if payment is made directly to African Greetings Ltd.**
- To verify the identity of our sales agents, please call us or check our website where all our sales agents are listed. Our sales agents are also provided with a company ID card, a branded order book, product catalogues and product samples.

## RETURNS

- Returns will not be accepted without prior authorization.
- All returns will be subject to a 20% of invoice value re-handling charge (except products with manufacturing or publisher defects).
- Returns must be clean, free of marks and saleable.

## CLAIMS

- Claims must be made in writing within seven (7) days from receipt of order.

## DELIVERY & SHIPPING

### Kenya

- Free freight for orders within Kenya, subject to a minimum order of Ksh 5,000/- + VAT.
- Orders less than Ksh 5,000/- nett will attract a Ksh 500/- + VAT packaging and freight charge.

### Export

- Freight charges in excess of 2% of the nett invoice value will be charged to the customer's account on a separate invoice.

## CONTACT DETAILS:

### Physical Address:

Unit 18, 3<sup>rd</sup> Floor  
Vision Plaza, Mombasa Road  
Nairobi, Kenya

### Postal Address:

PO Box 27675-00506  
Nairobi, Kenya

### Telephone Numbers:

#### Sales Team:

Monica: 0733 900944  
Joyce: 0723 247903

### Head Office (Kenya):

020 828124 / 0711 401562  
0732 515431 / 0771 024133

### International Telephone Numbers:

+ 254 20 828124 / +254 711 401562  
+ 254 732 515431 / +254 771 024133

**Fax:** 020 828124

**International Fax:** + 254 20 828124

### Email:

**Sales:**  
sales@african-greetings.com

**General Enquiries:**  
info@african-greetings.com

**Accounts:**  
accounts@african-greetings.com

**Website:** www.african-greetings.com