

Trade - Terms and conditions

Deliveries

- Orders will only be sent after receipt of payment from a Nigerian account into our Nigerian bank account.
- Due to limited storage space, orders are to be delivered from the branch within 5 days of arrival.
- Nigerian orders leave every Monday, Wednesday and Thursday.
- Magnetic brands ltd will not be held responsible should the above delivery times not be met, whether through fault of Magnetic brands or the courier company.

Sample Lending

- Samples must be returned within 48 hours of borrowing from the Magnetic brands ltd.
- A maximum of 7 samples can be lent out at any one time.
- Clients cannot borrow additional samples with others overdue for return.
- Samples must be returned in original condition and packaging.
- Damage to any part of the samples will result in them not being accepted for return and will be invoiced to you.

Branding

- **Acceptable file formats:**
 - **Vector artwork is preferred (.CDR / .EPS / .AI / .PDF / .FH)**
 - **We accept PC format artwork only.**

- **Tips to help you prepare your artwork:**
 - **All fonts must be converted to paths/curves to avoid font substitutions.**
 - **Please include font and size if typesetting is requested.**
 - **Artwork for multi-colour imprints should be sent as a colour separated file (exceptions: digital printing).**
 - **Formats we do not accept: Word files, .gif, .jpeg (under 600dpi), Power Point.**
 - **Magnetic brands Ltd cannot take responsibility for non-delivery of orders if layout approval and payment is not received.**
 - **Branding will only commence once 70 % payment for stock and branding has been received and artwork has been approved.**
 - **Please confirm that proof of payment has been received by your account manager. Magnetic brands ltd cannot take responsibility for missed deadlines if payment has not been confirmed with your account manager.**
 - **Reminders will be sent out if we require either approval or payment from you before commencing with a job. If you have paid for and approved the order and are still receiving these reminders, please contact your account manager directly to ensure that we have received all the relevant information.**
 - **Delivery dates are quoted from the day after artwork approval and receipt of payment.**
 - **Amendments made to proofs will result in a delay to delivery date. Should you require changes, we will issue a new layout for final proofing before production commences.**

Artwork Fees:

- **Artwork received in the correct format will not be charged for.**
- **Artwork not received in the correct format will attract a redrawing fee of ₦5400 ex VAT. This fee will accommodate 2 further changes to the layouts, whereafter any additional changes will be charged for at ₦2700 ex VAT per change.**
- **Branding cancelled after layouts have been generated will be charged for at ₦2700 ex VAT per layout done.**

General Terms and Conditions:

- Once stock has been collected from Magnetic brands Ltd, we have no control over it. As such we do not accept responsibility for any damages or shortages not reported within 48hrs from collection or delivery.
- 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. Magnetic brands ltd cannot accept returns on incorrect items which have already been branded regardless of whether it's Magnetic brand's fault or not.
- Once an order on memory sticks has been collected from us, we unfortunately cannot accept a return on it.
- Please refer to our website or ask your Account Manager for a list of exclusion items that we are not able to supply to Nigeria country.

Payment:

- We do not accept cash for any order since having cash on the premises is a security risk. However, special arrangement can be made for a bank transfer or deposit or a POS -Point of sales terminal.

- All payments to be made directly into our Nigerian bank account.
- For orders that require branding, we will only commence branding once stock and branding has been 70% paid. Please contact your account manager to confirm that they have received your proof of payment, once payment has been made.
- Magnetic brands Ltd cannot be responsible for missed deadlines if you have not confirmed that payment has been received.
- For All orders we require a 70% deposit for clients in order to process an invoice.

Magnetic brands ltd Cancellation Policy

- Written orders constitute a binding contract and are legally enforceable.
- Any orders not paid for within 10 working days will be deemed to have been cancelled, products will be put back to stock and a 15% handling charge will be levied on invoice value.
- In the case of cancelled orders where layouts have been done, a layout fee of ₦2 700 ex VAT per layout will be levied, irrespective of whether we are able to meet your deadline or not, unless branding deadline has been indicated to your account manager upon placement of order.
- For customers who are on account, no cancellation of orders will be accepted once final approval of artwork has been received.
- Cancellation fees need to be paid before further orders will be processed.