



PRODUCTS AND SHIPPING

Products will be shipped as per the stated shipping times of the particular product ordered. In the case that items in your cart are from different categories, shipping times will be as per the item in your cart with the longest estimated delivery time.

Please note that actual shipping times may vary slightly and are an estimation only.

RETURNS AND REFUNDS:

Defective Items, Returns and Reimbursement:

If you are dissatisfied with your purchase due to a defect or incorrect product received, you may return it to Blue Jam Studios within 30 days of delivery.

You will either receive a refund or have the product repaired or replaced, depending on the situation.

Refunds

Refunds are offered in the original method of payment. Refunds take 1- 5 working days to process. EFT refunds will take 2-3 working days to reflect in your account due to the reflection delay between banks.

Superbalist has 3 return/exchange policies:

1. Final sale products (rugs, lampshades and scatter cushions) are not eligible for return or exchange, therefore no refunds will be processed for these products unless the product is broken/damaged/faulty/incorrect.
2. Please note that shipping fees are not refundable.
3. All our products are securely packaged in boxes or bags. Items must be returned in the original packaging, otherwise it will not be accepted and refund will not be paid.

INTELLECTUAL PROPERTY

Blue Jam Studios retain all copyright and other rights to services, as well as listings, information, images, videos, and databases (the "Property Protection"). A modification, reproduction, publication, disclosure to third parties and/or exploitation of the protected property without the prior written consent is expressly prohibited by Blue Jam Studios.

TERMINATION/CANCELLATION OF ORDERS

Blue Jam Studios reserves the right to cancel or refuse to fulfil any order it suspects of being fraudulent. Blue Jam Studios may also refuse to refund you on the basis of transaction being suspected as fraudulent - you may then initiate a chargeback process from your bank if you wish to receive a refund.

SHIPPING POLICY

- Blue Jam Studios does not have a physical retail store. We are an online retailer and deliver nationwide. We do not allow for order collections from our office or warehouse. The service we offer is a door-to-door service. This means that the shipment is delivered to the address not the person. i.e. If the person is not available it can be left with anyone at that address e.g. security, staff, reception, etc.
- Blue Jam Studios cannot ship to P.O. boxes, farms or rural areas.
- It is mandatory to leave a telephone or mobile number for us to contact you during delivery hours.
- All orders are sent packaged in boxes or bags.
- Blue Jam Studios has a fixed delivery fee of R95. Some items (heavy or large, based on volumetric weight) may carry additional delivery fees. (This will be communicated with the client before delivery.)

THE NOT-SO-FINE PRINT:

Exchange requests will be approved at the discretion of Blue Jam Studios.

Products will not be eligible for exchange if they have been partially or entirely disassembled, physically altered, permanently installed, affixed, attached, joined or added to, blended or combined with, or embedded within, other goods or property. This includes products that have been worn or damaged.

There will be a R70 re-packaging fee for products returned for an exchange not in their original, undamaged packaging.

Please note that items arriving after the 30 working day exchange deadline will not be accepted and will be returned to sender.

CHANGES IN GENERAL CONDITIONS

Blue Jam Studios reserves the right to revise these terms from time to time. If you disagree with the general terms we do not recommend use of our service. You will be sent a copy of our T's & C's every time an invoice is sent. Payment will be regarded as acceptance of all Terms and Conditions.

We reserve the right to ban any individual uploader or website domain from using our services for any reason.



BLUE JAM STUDIOS TERMS AND CONDITIONS

Terms of payment: 50% deposit payable on confirmation of order.

Balance due on completion (unless otherwise negotiated), prior to collection or delivery.

1. Quotation or Estimate valid for 14 days and is subject to final content, the availability of materials and price increases.
2. All prices are quoted in ZAR and invoices are payable in ZAR.
3. Any deposit received on confirmation of an order is non-refundable.
4. All pricing is subject to change without prior notice. All signed orders on which a deposit has been received will be honored at the quoted price.
5. Rush jobs (orders required within less than 10 working days) will be subject to a surcharge of 15% of the total.
6. Cash and EFT payments will be regarded as received as soon as they reflect in our account or proof of payment is received. NO cheque payments will be accepted.
7. Variations on specifications of any kind (from supplied quotations) will result in a revision of the quotation.
8. Before proceeding with any designs, layouts etc. a signed-off proof is required.
9. It is the responsibility of the client to sign off all artwork prior to going to print.
10. Blue Jam Studios will not accept any responsibility for errors, omissions or otherwise as a result of artwork not being signed off.
11. Mock-ups are optional and require an extra fee. However, they are recommended to ensure that all parties are in agreement on materials to be used.
12. Blue Jam Studios will not be held responsible for any misperceptions arising as result of any orders placed without request of a mock-up.
13. Additions required will be quoted for on request.
14. Copy and other content to be supplied in required formats - Word or Excell (already spell checked)
15. Lead time: minimum 4 (four) weeks required (unless otherwise negotiated) for print and assembly.

16. The customer indemnifies Blue Jam Studios against any claims, costs and expenses arising out of the infringement of copyright.
17. All items will remain the property of Blue Jam Studios until full & final payment is received.
18. All artwork and designs remain the copyright of Blue Jam Studios and may not be reproduced in any way, in part or full without written consent from Blue Jam Studios.

CANCELLATION POLICY

1. Deposits are non-refundable. In the event of a cancellation of an order, any deposit amount paid will be forfeited.
2. Should the cancellation of an order be received once an order has been completed the balance and/or full invoiced amount shall be payable.
3. Changes to quantities ordered: Quantities as per your order will be regarded as minimum quantities and cannot be reduced, however, additional items may be ordered.
4. Returns: Items delivered as per signed orders and signed artwork may not be returned /refunded for any reason whatsoever.
5. Any errors on the part of Blue Jam Studios will be rectified and the relevant items will be replaced.
6. Any errors or discrepancies are to be reported to Blue Jam Studios within 24 hours of receipt of the ordered items.



WEBSITE

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MAIL & ORDERS

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