

## DADO Creations (Pty) Ltd

### Returns, Risk & Inspection Policy

#### 1. Scope of Policy

This policy applies to all products manufactured and supplied by DADO Creations (Pty) Ltd, including DADOquartz® and DADOacrylic products.

DADO Creations supplies exclusively to distributors, resellers, and trade partners, and does not sell directly to end users.

#### 2. End User Guidance

If you are an end user who purchased a DADO product through a retailer, showroom, or distributor:

- Please contact the original place of purchase for their specific returns policy.
- Retailers may have their own terms regarding returns, exchanges, or change-of-mind purchases, often influenced by hygiene considerations for bathroom products.
- While DADO Creations provides a manufacturer's warranty for product quality, all return processes must be handled through the reseller.

#### 3. Returns

Returns will only be accepted under the following conditions:

- The return has been approved in writing by DADO Creations
- The product is unused, undamaged, and in its original packaging
- The return is made within an agreed timeframe

DADO Creations reserves the right to apply a handling or restocking fee of up to 15%, where applicable.

#### 4. Risk and Ownership

All goods remain the property of DADO Creations (Pty) Ltd until payment has been received in full.

- Risk in the goods transfers to the retailer:
  - Upon delivery, or
  - Upon collection by the retailer or their appointed courier
- DADO Creations will not be responsible for any loss or damage occurring after the transfer of risk.

#### 5. Inspection Upon Delivery

All goods must be fully inspected upon receipt.

- If visible damage is present:
  - The shipment must be rejected immediately, and
  - Damages must be clearly noted with the carrier.
  - Any hidden defects or transit damage must be reported within 24 hours of receipt, supported by clear photographic evidence.

## 6. Damages, Shortages and Claims

Any damages, shortages, or product concerns must be:

- Reported within 48 hours of receiving the goods, and
- Supported with relevant documentation and photographs

Failure to report within this timeframe may result in the claim being declined.

No goods may be returned without prior written approval from DADO Creations.

All claims must be submitted to: [support@dadocreations.co.za](mailto:support@dadocreations.co.za) (CC your Sales Executive)

## 7. Warranty

- DADO products are covered by a manufacturer's warranty (including lifetime warranty on DADOquartz® where applicable).
- Warranty claims relate strictly to manufacturing defects and material faults.
- Please note:
  - o Warranties must be registered to be activated
  - o Registration can be completed online or via email: [support@dadocreations.co.za](mailto:support@dadocreations.co.za)
  - o Full warranty terms are available on request

## 8. Installation & Maintenance

- All products must be installed and maintained in accordance with DADO Creations guidelines.
- Improper installation or failure to follow care instructions may void any claims.

Guidelines are available at: [www.dadoquartzbathware.com](http://www.dadoquartzbathware.com)

## 9. General

- Terms and conditions may be updated from time to time without prior notice.
- DADO Creations reserves the right to assess and approve all claims at its discretion.