



General Terms

1. All packages are deliverable within four (4) – five (5) weeks from the event date.
2. Event Teaser photos are deliverable on the day of the event.
3. A Highlight video is deliverable within three (3) days after the event.
4. The photographer(s) and videographer(s) will arrive at time requested or agreed upon with the client and will leave no later than 19:00 unless prior agreement has been made with an official representative of the company.
5. Transport is included in all packages for areas within Durban and Johannesburg up to a radius of 40km (outside of). Should your venue be further away than this an extra charge for transport will be included depending on the distance.

Written Quotations

6. No order will be processed until your authority to proceed has been received with your information provided.
7. Receipt of your authority to proceed with an order will generate a written quotation.
8. The quotation is valid for fourteen (14) days.
9. A 10% non-refundable booking fee must be made to confirm booking and secure the date.
10. A 50% deposit is to be paid up to two (2) weeks prior to the event.
11. The remaining 40% is to be paid on delivery as arranged with the representative of NdlwanEnhle Creative Media.
12. Any additional costs that may arise will be discussed with you and added to your account accordingly.

Deliveries

13. Delivery of consignments will be delivered free of charge to any address in the Johannesburg and Durban areas only.
14. Deliveries outside these cities may generate a delivery fee.
15. Deliveries will be made either by NdlwanEnhle Creative Media's own transport or by a courier company appointed by us.
16. In cases where you opt to collect the order yourself; please indicate this in advance so that the necessary arrangements can be made, including documentation where necessary.
17. Orders will not be released until full payment is received. Please do not attempt to collect an order if you have not made payment, sent the proof of payment to us and received confirmation to collect.

Cancellation Policy

18. Accepted orders with authority to proceed constitute a binding contract and are legally enforceable.
19. Once an order has been placed;
 - a. Cancellations prior to the event date will result in the booking fee being forfeited.
 - b. Cancellations on/after the event date will result in an additional 15% handling and admin fee being charged.
20. Cancellation fees need to be paid before cancellation of the order can be processed.

Payment Policy

21. NdlwanEnhle Creative Media banks with Nedbank and only accepts payments made into the account.
22. We do not accept any cash payments for orders.
23. Orders will only be released once the amount paid reflects in our bank account. Our banking details can be found on our quotes/invoices.
24. NdlwanEnhle Creative Media cannot be responsible for missed deadlines if you have not met payment deadlines or made arrangements.
25. Please make sure that the reference on our bank statement is your customer name. If we receive a payment with no reference we will be unable to allocate it and may delay the clearing of your order.
26. If you are short paying an invoice due to a credit note or a discount that needs to be passed, please make sure this is indicated on your proof of payment to avoid possible delays.