

TERMS + CONDITIONS

Prices are fixed for 30 days.

Payment terms on Special offers are 100% deposit to confirm the order.

Payment terms on normal orders are 75% deposit, 25% payable on/before delivery day to confirm the order.

FLOAT accepts the following payment methods:

EFT Payments

Online Card Payments (4% additional fee)

Cash deposits into our FNB account must include cash depositing fees

Before job commencement the Client needs to confirm all the specifications with regards to the order such as quantities, colours, sizes and designs.

FLOAT has a manufacturing turnaround time of approximately 5-8 weeks. The approximated turnaround time may be influenced by bad weather, load-shedding, power outages, water disruptions, supply disruptions and/or raw material shortages.

All our products are handmade to order and FLOAT can not offer any type of refund once the order has been paid and confirmed. In certain circumstances when the manufacturing or raw product supply has not started, FLOAT can offer a refund with a cancellation fee of up to 20% of the order value.

On delivery, the Client shall examine the goods for defects and completeness, and acknowledge receipt of the delivered products by signing a proof of delivery (POD). Any defective products must be reported to FLOAT in writing, within 3 days of delivery, thereafter, no claim shall be granted.

Once an order is confirmed, manufactured and delivered, you grant FLOAT permission to use photographs of the delivered products in our social media posts and marketing materials. FLOAT is committed to safeguarding the privacy of our clients connected to our products. Any photographs used in our social media posts and marketing campaigns will strictly feature the products themselves and will not include any personally identifiable information. We will not use images that reveal the identity of individuals, their contact information, or any other sensitive data.

FLOAT has no influence or knowledge over specific site conditions, therefore, the user must always carry out sufficient tests to satisfy themselves that the product is suitable for the intended purpose and fully understand the correct installation method. FLOAT shall not be responsible for any installation, application and/or unintended utilization issues.

FLOAT shall under no circumstances be held liable for any damages or loss either being direct and/or indirect that may have or may not have been caused during the usage of our products now or in the future.

FLOAT reserves the right to make changes to the T&C's without any prior notice. Request our latest T&C's when enquiring.

Proof of payment received serves as acceptance of our quote and T&C's