



Terms & Conditions 2024

Welcome to wholesale and trade customers. We are small scale global exporters of authentic Zimbabwean Craft Works, Basketry and Flooring Solutions. It is important to us that you read our Terms and Conditions if you are thinking of placing or have placed an order with us.

For ease of reference our Terms and Conditions are outlined in the following sections:

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1. Export Orders

Collaborative Craft Projects welcomes wholesale enquiries from all over the world. Our minimum order value is \$2500 (USD) for small airfreight orders. For wholesale customers who wish to order a container for sea freight, our minimum order value is \$25 000 (USD).

After finalising a customer order and the final quote is approved, we require a 50% deposit for production to commence. Collaborative Craft Projects will introduce you to our preferred logistics service provider. We do not handle shipment of goods but connect you with our recommended shipping agent who will outline and guide you through the shipping process.

Guiding you through the import/export process from Zimbabwe:

1.1 Application to export goods from Zimbabwe

The Reserve Bank of Zimbabwe requires the submission of a Customs Declaration Form 1 (CD1) for all exports over the value of \$2500. This process takes place only once goods have been uplifted from our warehouse, and all funds have been received from the buyer. CCP handles this process entirely for the buyers.

1.2. Incoterms

Our Incoterms are **Ex-Works**. All products are packed and dispatched from our warehouse. Once collected by the shipper the responsibility of the consignment passes onto the shipper and agent who handle the next step.

Definition of Ex-Works: In an Ex-Works transaction, goods are made available for pickup at the shipper/seller's factory or warehouse and "delivery" is accomplished when the merchandise is released to the consignee's freight forwarder. The buyer is responsible for making arrangements with their forwarder for insurance, exports clearance and handling all other paperwork.

Note: Once an order has been released from the CCP warehouse and the CD1 submitted for acquittal by the Reserve Bank of Zimbabwe, no additions or amendments can be made to an order.

2. Hospitality & Trade Orders

We welcome hospitality and trade briefings from interior designers for safari camps, boutique lodges and hotels located regionally and internationally. Trade orders are to be placed by an industry design professional in order to qualify for trade discounts. An application for our consideration and MOQ applies.

2.1. CCP Private Label

CCP Private Label is our Bespoke product offering which we specifically aim toward designers for High-End Hospitality projects. We love collaborating with designers and others in the creative space. Please read our Private Label T's&C's [here](#) to understand more about this offering and gauge whether or not creative a bespoke product with CCP would be the best fit for your brand.

3. Placing your order

We know that placing an export order can be a daunting task, meeting MOQ's, understanding how things work in another country, being confident about your buy is all exciting and nerve wracking at the same time.

We want the process of placing an order with CCP to be exciting for you, and we endeavour to make this a simple and seamless process. We allow for 10 working days for the conversation to take place and enjoy connecting with our customers

over the phone before placing a finalised order. This gives us a chance to learn more about your brand and often assists us in helping you choose products that are a good fit for you and your brand.

We encourage all buyers to start the process with a “wish list” and then we guide you through our pricing structure and placing your order. A “wish list” is a good place to start as we are always introducing new products into our catalogue, and once we get a general feel for what you like, we might identify a new development (not yet in the catalogue) as an item that will compliment your order.

Most of our range is made to order, we carry small stocks, so estimated lead times can vary. For a full container order we work within an approximate 12 week lead time. For smaller orders we give an estimated lead time once we know how many units need to be made. Given the handmade nature of our range, we like to say 6 weeks (sometimes more, sometimes less).

CCP lead times are strictly production only, to avoid disappointment we suggest asking your shipping agent to make their lead times clear to you.

Every effort is made to meet your order down to a “T”. However, every now and then (not often) there are challenges that we are faced with that are out of our control and we may feel we are unable to supply an item on your “wish list”. In the event that this does happen, we will offer a suitable replacements or alternative to avoid any delays.

4. Pricing structure

Our pricing structure is clearly laid out in our wholesale catalogue. The following price points apply to units ordered per line item:

Deco 1 Price: 1-10 units

Deco 2 Price: 11-20 units

Wholesale Price: 21-50 units Wholesale Plus Price: 50+ units

Certain unique items have a slightly different pricing structure, we will highlight this should these items be on your “wish list”.

We aim to provide the right fit for our vendors and global partners by offering wholesale terms and favourable pricing for agents buying in volume.

5. Distribution & Exclusivity

CCP does not offer exclusive distribution rights to anyone.

6. Payment terms

Collaborative Craft Projects operates within the parameters of the Zimbabwe banking system. Therefore we do not accept PayPal or Western Union.

6.1. Deposit

A 50% deposit is required on all orders in order for production to commence. This ensures that the order is secured and production commenced.

6.2. Completing your payment

Collaborative Craft Projects requires full payment to be made approximately 2 weeks before your order is ready to be shipped. Punctual payment will help accelerate the CD1 application process and help us aim for a seamless dispatch. Without complete payment of your order, CCP reserves the right to withhold shipping until proof of payment has been received.

6.3 Defaulting on payment

Failure to meet our payment terms within the stipulated timeframe will be treated as a default on payment. A grace period of 2 weeks, in extenuating circumstances will be availed. Thereafter, CCP will arrange collection for stock to the value of deposit made and the goods not paid for, will be sold to defray expenses.

6.4. Currency

All pricing is in United States Dollars

6.5. Taxes

International orders are not subject to paying VAT.

6.6. Bank Charges

Collaborative Craft Projects will not be held responsible for bank charges incurred by the client externally. We are charged equally when funds are received.

7. Shipping & Logistics

As stated above Collaborative Craft Projects is “Ex-Works” and does not handle shipping of export goods.

For Production Orders:

CCP will put you in touch with a recommended shipping agent who can assist with Seafreight, or Airfreight shipping options.

For Small Sample Orders:

We recommend that the client books a collection of their box from our offices. This can be done online through FedEx or DHL. If this is what you choose to do, we will give you the required details in order to do so.

Quoting on shipping:

CCP does not offer a quoting service. The responsibility is on the client to enquire about shipping costs with an agent or commercial courier (depending on the size of the order).

CCP chooses not to engage in negotiation to arrange informal exports through road and bus transporters.

7.1. Returns & Refunds

Our returns & refunds policy applies to local retail and hospitality clients. Collaborative Craft Projects only accepts returns within 30 days from despatch date. In the event that the items received by the client are proven “faulty”, CCP will consider the option (but is not obliged) to pass a credit to the client.

Local customers: A full evaluation and assessment of the product deemed faulty will only be only be undertaken once returned to our warehouse for review. It is the responsibility of the customer to coordinate the return.

Export customers: Due to the expense of shipping goods back and forth we do not accept returns for exported products. If an order is extremely unsatisfactory to the client, Collaborative Craft Projects will accept a request from the client, for a credit note for aspects of their order. A detailed assessment document, supported by extensive imagery needs to be provided by the client within 10 days of the order arriving. The CCP Team will review the clients request and offer a credit at their discretion.

7.2. Packaging & Cartons

We recommend the use of double lined tobacco boxes to ensure safe carriage of your goods. **This is an additional cost** at the end of the order process and while CCP highly recommends this option it is the clients prerogative to opt for lighter boxes and/or cloth bale bags.

All boxes are numbered and clearly labelled and a packing list is distributed to buyer and shipper on the day that goods are dispatched from our warehouse. We do not offer a strapping service and do not have access to Silica gel packets, if you wish to include strapping and silica gel in your packing please speak to the shipping agent in advance.

All our products are individually or bulk tagged with clear descriptions and codes on them. Should the buyer require additional packing specs (or specialised tags for any reason) that deviate from the CCP standard, a handling surcharge will apply.

Special Packaging Requirements:

Collaborative Craft Projects does not offer a packaging service above and beyond our standard service, as mentioned above. If your business requires extra-ordinary packaging of our products, or you require items to be individually packed, this needs to be brought to our attention, discussed and agreed upon at the time of order placement.

Packaging solutions are limited in Zimbabwe and production lead-times are extremely long. Collaborative Craft projects will not be able to adhere to special packing guidelines without planning and quoting on your requirements, well in advance.

7.3. Damaged Items

We conduct a strict quality analysis on our products before they are dispatched to our customers. If we are not satisfied with the quality of the items we will not send them. All items are packed as per our recommendations above to ensure they are not damaged in transit. Therefore, we do not take responsibility for items becoming damaged during transit.

7.4. Missing Items

A packing list is carefully compiled by the CCP team before handing over to the shipping agent. Unless an item is missing on the packing list, we do not take responsibility for items going missing during transit.

7.5. Cancellations

Once an order has been placed and a deposit has been paid, artisans are then paid a deposit for their weaving work and production commences. All items are handmade by our Artisan partners for your order. If a deposit has been paid on an order the buyer is obliged in the continuation of the order.

7.6. Rejected Items at Port of Entry

Due to the nature of the handwoven product we supply which is made with natural fibres, it is in the interest of the customer to fumigate and insure their order. This is not a Collaborative Craft Projects requirement, but highly recommended. We do not hold ourselves responsible to understand or be fully conversant with your countries import requisite. We trust that our customers understand their responsibility as importers to their countries, what their risks and responsibilities are in importing handmade products using natural fibres to their country.

8. Privacy Policy

We do not share any information about our clients personal or company details. The only details we will obtain from you is your company address and VAT number. We will record your name, company address, contact number and email address which allows us to process and keep you updated on your order, and further down the line, keep in touch about new developments.

We do not obtain bank details. All payments are facilitated by the customer. We do not require credit card details or authorisation for automatic payments to be made.

8. Acceptance

The payment of your deposit for your current order is acknowledged as acceptance of our Terms and Conditions.