

Dear Customer:

Welcome to Z.A.ZEN Marketing & Consulting CC!

We appreciate your interest in our products and catalogue. Z.A.ZEN represents over 40 organisations, many of which are NGOs, throughout Southern Africa. Your feedback on our products is welcome.

Please find below information about ordering from Z.A.ZEN.

Ordering Information

§ About Z.A.ZEN Products

All products are handmade. Since they are not made in factories, no two products will look exactly alike. Each item will differ in style, colour and character.

§ Ordering Information

Please use the Order Sheet at the back of your catalogue, and put in the product codes. You can also request order sheets by email. Please ensure that you note the minimum required orders (by item, and sometimes by supplier). Our minimum order amount is \65,000, but sample orders can be below minimum.

§ Order Timing

Because all products are hand-made, each order must be made individually. Once an order is placed, it is very difficult to change. Also please note that monthly production quantities are listed, and rushed orders can result in lower quality. Confirmation of receipt of your order will be sent within 48 hours, with an estimated timing of when the order will be ready.

§ Pricing

Please note pricing does not include delivery, customs duties or clearance, or local delivery. All goods will be sent with Certificates of Origin to minimize duties.

§ Payment

Deposits are not required, unless for customs orders. Goods will be ordered, consolidated and a pro-forma invoice will be sent to you prior to shipment. Goods will only be shipped on faxed confirmation of payment to our South African bank.

§ Shipping

We can send by local post, airfreight, seafreight or courier. For small orders, we use local post up to 10kg. Freight costs change monthly, so please contact us for specific shipping information for your area.

Any questions, do not hesitate to contact us.

TAMIKO SHER

Z.A.ZEN Marketing & Consulting CC. tamiko@zazensa.com, tamiko@icon.co.za

Tel/Fax: +27-11-726-7643 Johannesburg, South Africa