

Shipping Policy

Thank you for visiting and shopping at InfinOty.com we appreciate your business and strive to offer you, our clients, the best of service at all times.

We ship worldwide.

We offer free shipping within South Africa.

For countries outside South Africa please fill in our simple default shipping form or email us at sales@infinoty.com and we will assist in obtaining the most competitive shipping quotes per item.

Area	Price	Estimated delivery time
Sout Africa	Free	<i>3-5 business days</i>
Other International	Contact for Quote	

Shipment processing time

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Shipment to P.O. boxes

We only ship to dedicated physical addresses and not to PO Boxes.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Wrong Address

InfinOty Ltd does not accept any responsibility for the loss of your order if the address provided at checkout is incomplete or incorrect. If your package is returned to us due to an incorrect or incomplete address you will be liable for all delivery costs to re-deliver your order to the correct address.

Customs, Duties and Taxes

InfinOty is not responsible for any customs and taxes applied to International Orders. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

InfinOty is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact us and we will do our utmost to assist in filing a claim with the courier company. Please save all packaging materials and damaged goods and take digital photographs of the damages. Please also make sure that the damages are noted on the carrier's delivery receipt.

Return and Refund

Please view our [return and refund](#) policy.

of our production methods and materials, each product will vary slightly in both dimensions and coloring. We believe that these natural variations enhance the authenticity of each item.

International Certifications:

CITES (Convention on International Trade of Endangered Species)

None of the animal horns, hides, skulls or other animal decoration in our range are on the CITES "endangered" list. All of the products offered by Ngala Trading Co have been approved for import into the United States by the US Fish & Wildlife Service.

UL (Underwriters Laboratory)

All of the chandeliers in the Ngala Trading collection delivered after April 1, 2017 have been tested and approved to carry the UL label for indoor lighting.

All of our portable (table and floor) lamps have been engineered to meet UL-standards, and are constructed with UL-listed electrical components. They are not, however, UL-listed.

Purchasing

Placing an order:

We accept orders via our website (www.ngalatrading.com) and email (info@ngalatrading.com). If you would like to discuss your order prior to placing it, please contact our Showroom at (646) 422 7317.

Customer Service

For questions about the status of an order, availability, sizes or information pertaining to your order, please contact us at info@ngalatrading.com

Order Processing:

All orders are processed in the order in which they are received. Immediate Delivery items typically ship within one business day. We will always provide an estimated delivery date for any Back Order and Made-to-Order items prior to confirming the order.

Please allow 12-16 weeks for manufacturing and transport of all Back Order and Made-to-Order products.

Payment terms:

Orders for Immediate Delivery and Back Order items must be paid in full at the time of ordering.

Made-to-Order items require a non-refundable 50% deposit to allocate stock / initiate production. The deposit amount is calculated on the cost of the item and the estimated shipping from our warehouse in Passaic, NJ. The balance is due in full prior to shipping. We accept personal Credit Cards (Visa, Master Card and American Express). Credit card authorization forms can be downloaded from our website and emailed to us at info@ngalatrading.com.

Cancelled Orders:

You may cancel an order prior to shipping. Once the item has shipped, the Order may not be cancelled.

Returns:

We offer a no-hassle return policy on all of our In Stock & Made-to-Order products – excluding Chandeliers, Pendants, Cut Yardage and Made-to-Order items. Simply contact us within five (5) calendar days of receiving your order via our email address (Info@ngalatrading.com), to inform us of your circumstances. A few items to note about Returns:

- Return shipping is for the customer's own account. In addition, no refund will be made for the original (outbound) shipping charge.
- All returns must be packaged in the same manner as they were sent from our warehouse. Returns will not be accepted if the merchandise is not new-in-box and/or shows any sign of wear, use or damage. Returns arriving into our warehouse damaged due to poor packing will not be credited to the customer's account.

- Refunds are always credited back to the original form of payment. From the time we initiate a refund, it may take up to ten (10) business days for the credit to appear on the customer's statement.
- Unfortunately we are unable to accept returns for any Chandelier, Pendant, Cut Yardage or Made-to-Order item.

Exchanges:

We are happy to exchange new-in-box merchandise for other items in our range. (Excluded from this policy are all Chandeliers, Pendants, Cut Yardage and Made-to-Order items.)

To initiate an exchange, please contact us within five (5) calendar days of receiving your order via our email address (Info@ngalatrading.com), to make your request. Shipping will be charged on both legs of the exchange.

FAQ

WHAT TYPES OF PAYMENTS DO YOU ACCEPT?

We accept Visa, MasterCard, American Express, Discover, and PayPal.

UNITED STATES

Order	Delivery Service	Cost	Estimated Delivery Time
Over \$75	Standard Ground	FREE	3-5 Business Days
Under \$75	Standard Ground	\$5.00	3-5 Business Days
All	Overnight	\$45.00	1 Business Day

Standard Shipping: Orders placed before 1pm PST should be received within 3-5 business days. Orders placed on Saturdays, Sundays or public holidays are handled on the Monday or the first working day after. (Working days exclude Saturdays, Sundays and public holidays).

Overnight Shipping: Orders placed before 1pm PST should be received the next business day. Orders placed on Saturdays, Sundays or public holidays are handled on the Monday or the first working day after. (Working days exclude Saturdays, Sundays and public holidays).

HAWAII, ALASKA & OTHER US TERRITORIES

Order	Delivery Service	Cost	Estimated Delivery Time
All	Standard Ground	\$10.00	5-10 Business Days

CANADA

Order	Delivery Service	Cost	Estimated Delivery Time
All	Standard Ground	\$10.00	5-10 Business Days

Standard Shipping: Orders placed before 1pm PST should be received within 3-5 business days. Orders placed on Saturdays, Sundays or public holidays are handled on the Monday or the first working day after. (Working days exclude Saturdays, Sundays and public holidays).

** orders to Canada may also be subject to customs fees*

CENTRAL & SOUTH AMERICA

Order	Delivery Service	Cost	Estimated Delivery Time
All	Standard Ground	\$20.00	5-12 Business Days

Standard Shipping: Orders placed before 1pm PST should be received within 3-5 business days. Orders placed on Saturdays, Sundays or public holidays are handled on the Monday or the first working day after. (Working days exclude Saturdays, Sundays and public holidays).

AUSTRALIA & NEW ZEALAND

Order	Delivery Service	Cost	Estimated Delivery Time
All	Standard Ground	\$20.00	7-15 Business Days

Standard Shipping: Orders placed before 1pm PST should be received within 3-5 business days. Orders placed on Saturdays, Sundays or public holidays are handled on the Monday or the first working day after. (Working days exclude Saturdays, Sundays and public holidays).

ASIA

Order	Delivery Service	Cost	Estimated Delivery Time
All	Standard Ground	\$25.00	7-21 Business Days

Standard Shipping: Orders placed before 1pm PST should be received within 3-5 business days. Orders placed on Saturdays, Sundays or public holidays are handled on the Monday or the first working day after. (Working days exclude Saturdays, Sundays and public holidays).

SHIPPING POLICY: 100% of orders are shipped within one business day. Orders placed over the weekend are dispatched on Mondays.

CUSTOMS CLEARANCE: Please be aware that delays may be imposed by your country's customs clearance. Your Super is not responsible for paying any fees or rates charged by customs. These charges are the responsibility of the customer.

DELAYED OR LOST ORDERS: A parcel is considered lost after it has been in the postal system for a period of 15 business days for US orders and 21 business days for international orders. We cannot take responsibility for delays caused by the courier. Although orders normally take much less than that we are unable to dispatch a replacement until this period of time has elapsed.

WRONG OR INCOMPLETE ADDRESS: If your package is returned to us due to an incorrect or incomplete address, you must pay all delivery cost to re-deliver your order to a corrected address. We are not responsible for the loss of your order if the address provided at checkout is incomplete or incorrect.

es we ship internationally. Upon checkout, you can select standard shipping which takes approximately 14-18 business days to arrive after being shipped to you OR priority shipment which takes 6-10 business days and includes more detailed tracking information. All orders placed by 10am EST ship out same day. International customers assume responsibility for any duties / taxes that may be incurred from customs. Unfortunately, we do not ship the ParaPro Formula to Germany or Norway.

Definitely! Credit card processing is secured through Authorize.net, the most used encrypted security merchant site on the web. Furthermore, your credit card information is never stored on file. If you're still hesitant, you can checkout using PayPal.

Domestic shipping & handling is \$6.95. Expedited 2-Day domestic shipping is \$19. FREE domestic shipping for orders over \$100! Shipping & handling to Alaska, Hawaii, Puerto Rico & Guam is \$8.95. Expedited 2-Day to Alaska, Hawaii, Puerto Rico & Guam is \$25. Standard International Shipping & Handling is \$18 (14-18 business days and minimal tracking) and International Priority Shipping & Handling is \$45 (6-10 business days and detailed tracking). We ship worldwide.

After your order ships, you'll receive a notification email with a tracking number and link, so you can check on your shipping status and know when to expect your order (please note that for International Standard Shipping, tracking will show when it leaves the USA and when it gets delivered. For more detailed tracking, select International Priority Shipping upon checkout). All Organic Olivia orders placed before 10am EST ship same day.

WHAT TYPES OF PAYMENTS DO YOU ACCEPT?

We accept Visa, MasterCard, American Express, Discover, and PayPal.

SHIPPING

WE SHIP WORLDWIDE

PRICES

UK Orders over 90

FREE

UK ORDERS UNDER 90	10
EU OVER 10KG	15
EU UNDER 10kg	25
REST OF THE WORLD	By quote

- We do not ship to PO boxes.
- All shipments are delivered to driveway or threshold.
- If white glove delivery is required, please advise when confirming order and before final despatch.
- Any bespoke orders are quoted on and shipping costs advised.

SHIPPING

- Orders are usually dispatched within two business days unless otherwise notified.
- Any orders placed on a public holiday will be dispatched within 2 business days.
- Any bespoke orders will have a shipping time advised after consultation with the SARZA Team.
- Online orders should arrive within 2-5 business days, unless otherwise notified.
- We take the utmost care in our packaging and choice of shipping provider - please notify us here immediately if your product arrives damaged in any way. Please supply pictures and email us at info@sarzastore.com
- We do not cover the cost of return shipping.
- Please enter your shipping address correctly, as once it has been received and dispatched we can not alter the address and you will be charged the standard applicable postage rate to resend.
- A confirmation email with tracking information will be sent once your order has been processed.
- We recommend providing a daytime residential or business address.

REFUND POLICY

Returns

Our policy lasts 7 days.

To be eligible for a return, your item must be unused and in the same condition that you received it, in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

The refund will be processed back to the credit card that was used for payment.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@sarzastore.com - we will then advise you on where to send the goods to.

Shipping

To return your product, you should mail your product, only after emailing info@sarzastore.com to: Sarza, 83 Purchase street, Rye NY 10580, United States

You will be responsible for paying for your own shipping costs for returning your item.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

NGALA

TERMS + CONDITIONS

Sourcing

Nature of hand-made products:

All of our products are handmade using genuine animal by-products, as well as organic grasses and shells. Due to the nature of our production methods and materials, each product will vary slightly in both dimensions and coloring. We believe that these natural variations enhance the authenticity of each item.

International Certifications:

CITES (Convention on International Trade of Endangered Species)

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Please allow 12-16 weeks for manufacturing and transport of all Back Order and Made-to-Order products.

Payment terms:

Orders for Immediate Delivery and Back Order items must be paid in full at the time of ordering.

Made-to-Order items require a non-refundable 50% deposit to allocate stock / initiate production. The deposit amount is calculated on the cost of the item and the estimated shipping from our warehouse in Passaic, NJ. The balance is due in full prior to shipping. We accept

personal Credit Cards (Visa, Master Card and American Express). Credit card authorization forms can be downloaded from our website and emailed to us at info@ngalatrading.com.

Cancelled Orders:

You may cancel an order prior to shipping. Once the item has shipped, the Order may not be cancelled.

Returns:

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- Return shipping is for the customer's own account. In addition, no refund will be made for the original (outbound) shipping charge.
- All returns must be packaged in the same manner as they were sent from our warehouse. Returns will not be accepted if the merchandise is not new-in-box and/or shows any sign of wear, use or damage. Returns arriving into our warehouse damaged due to poor packing will not be credited to the customer's account.
- Refunds are always credited back to the original form of payment. From the time we initiate a refund, it may take up to ten (10) business days for the credit to appear on the customer's statement.
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Exchanges:

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To initiate an exchange, please contact us within five (5) calendar days of receiving your order via our email address (Info@ngalatrading.com), to make your request. Shipping will be charged on both legs of the exchange.

Shipping & Handling

Shipping / Freight Charges:

We ship small packages (including small chandeliers) via FedEx Ground from our Passaic, NJ warehouse:

- Shipping charges will be added at the time we confirm the order
- All shipments are sent fully insured, and require a signature for release
- Transit time for Immediate Delivery products is typically 3-5 days depending on Ship To address
- Expedited shipping and handling is available for a surcharge
- Shipping is always on our account, and includes full insurance coverage.

We ship large items (including most chandeliers) via YRC Freight from our Passaic, NJ warehouse:

- Shipping charges will be added at the time we confirm the order
- All shipments are sent fully insured, and require a signature for release
- We offer Residential, Inside delivery to our Retail Customers; unfortunately, we are not able to provide a White Glove Delivery service (e.g. where the product is brought into the room of choice, uncrated and installed). Residential, Inside delivery indicates that the crated item(s) will be brought over the first available threshold (usually the garage or inside the front door).
- All shipping costs must be paid in full before release of the item to the shipping company.

Warranty & Intellectual Property

Intellectual Property Rights:

All information concerning Ngala Trading Co. products, including photos, sales materials, product design, and drawings are subject to trademark, copyright and intellectual property rights held by Ngala Trading Co. (and/or its suppliers) and may not be used in any way without written consent.

Controlling Law / Jurisdiction:

The laws of the State of Virginia shall govern the validity and interpretation of this Agreement. You hereby submit to the jurisdiction of any state or federal court located in Richmond, Virginia, for the purpose of any suit, action or other proceeding arising out of any of the obligations under this Agreement. Any and all costs and fees, including attorneys' fees, shall be reimbursed

to the prevailing party by the other party upon demand by the prevailing party. Except in the case of nonpayment, neither party may institute any action in any form arising out of this Agreement after the earlier of (i) the expiration of one (1) year following the date of sale of the merchandise, or (ii) the expiration of the statute of limitations applicable to such action. Ngala Trading Co's rights and remedies under this Agreement are cumulative, are in addition to, and do not limit or prejudice any other right or remedy available at law or in equity.

Miscellaneous:

Should any provision of this Agreement be determined to be illegal, invalid or unenforceable, the remaining provisions shall not be affected by the illegal, invalid or unenforceable provision and the parties shall undertake to renegotiate, modify, amend or delete the said illegal, invalid or unenforceable provision in order to give the fullest effect to the terms of this Agreement. Ngala Trading makes every effort to ensure the accuracy of pricing and product information, but in the event of an inaccuracy, Ngala Trading shall have the right to cancel any orders placed for products listed at an incorrect price or containing other incorrect information. All prices and items are subject to change without notice.

Modification:

This Agreement constitutes the entire agreement of the parties with respect to the terms and conditions of sale and delivery. No modification of this Agreement shall be binding upon the parties unless in writing and signed by an authorized agent of Ngala Trading and of Buyer. This Agreement shall be deemed to be an offer by Ngala Trading in accordance with the terms and conditions hereof.

Authorizing Ngala Trading Co. to take a deposit for a Made-to-Order item, or by making payment in full for Immediate Delivery or Back Order items constitutes acceptance of these Terms & Conditions.

SWAHII

Orders usually ship within 2-3 business days from our warehouse in Oregon.

We ship most smaller packages via USPS and most larger packages via UPS. You will receive an email notification from info@swahilimodern.com, including a tracking number, when your order has shipped.

General Shipping Information

Orders ship from our warehouse in Eugene, Oregon. Orders usually ship within 2-3 business days. You will receive an email notification from info@swahilimodern.com when your order has shipped.

Shipping is calculated during checkout, however:

- **Extra charges may apply for large or duplicate items** (such as two baskets that do not fit inside one another). If this is the case, we will contact you with more information about additional shipping costs after you place your order.
- **Some oversized items, such as oil drum sculptures, are shipped on pallets.** We will contact you with further details should your order require palletized shipping. For a shipping quote before placing your order, email us at info@swahilimodern.com or call us at 541-684-0688. (Scroll down on this page for more detailed information on pallet shipping.)
- **Lost packages are not our responsibility once they leave our warehouse.** If you live in an area where you are concerned about package theft, please contact us at info@swahilimodern.com to request shipping with **signature required**.
- Please note that we cannot ship to P.O. Boxes.

For expedited shipping: please email us at info@swahilimodern.com with the product(s) you wish to buy, along with your full mailing address and phone number.

International shipping: We ship within the United States only. We do not offer international orders via our website, as the shipping is cost prohibitive. We apologize for any inconvenience.

Local Order Pickup in Eugene, OR:

Local customers who order online from us now have the option to choose free, **no-contact order pickup** from our warehouse.

To participate in order pickup, please follow these steps:

1. Use code PICKUP during checkout*. By using this code, you will not be charged for shipping.
2. We will email you when your order is ready for pickup, generally within 1 business day.
3. Orders can be picked up during our current warehouse hours, Monday through Friday, 9 am to 4 pm.

Our warehouse is located at:

388 E 3rd Avenue
Eugene, OR 97401

4. When you arrive, park in one of the free street parking spots in front of our building.
5. Come to the door at the northeast corner of the building (the door with an accessibility ramp) and ring the doorbell. Please be patient; it may take a few minutes for us to get to the door.

If you have questions, call us at 541-684-0688.

* Code PICKUP is only valid for local customers who will pick up their orders at our warehouse.

Shipping to Alaska and Hawaii:

Shipping to the non-continental U.S. is expensive for baskets, and our shipping prices reflect the high charges from UPS or USPS.

- If you're purchasing smaller items, such as jewelry, we are happy to refund shipping overages or provide you with an accurate shipping charge prior to purchase. Please email us at info@swahilimodern.com to discuss.
- If you are purchasing large items, such as hampers, the shipping cost may be significantly more than the charge reflected at checkout. We will contact you about the charges after creating a custom shipping quote for your order. Again, if you'd like to know the accurate shipping cost to HI or AK up front, please email us at info@swahilimodern.com to discuss.

Palletized Shipping:

Shipping for oversized items, such as large oil drum sculptures, *starts at* \$200. We only charge the actual shipping costs and do not charge for "handling" on our end.

- Shipping from Oregon to the Northeast is most expensive, while shipping to California is least expensive. Shipping includes the cost for using a lift gate. Costs can sometimes be reduced if you can provide a business address.
- Multiple sculptures can be shipped on a single pallet, typically at little extra cost.
- We can provide a shipping quote at any time during the ordering process. Please email us at info@swahilimodern.com with your full shipping address and phone number to get started.
- Once you have placed your order and agreed to the shipping cost, we will send you a Paypal invoice for shipping costs. The total will subtract any shipping you have already paid during the checkout process.

Shipping During Coronavirus

We are open to ship online orders Monday through Friday.

We have measures in place for the safety of our employees and customers, such as increased cleaning measures, masks for all employees, and social distancing of 6 ft. within our warehouse. We appreciate your continued support of fair trade and small businesses!

Our retail store in Eugene, OR, is open for limited hours along with all of 5th Street Public Market. Please check the [5th Street Public Market site](#) for hours and information.

Last updated May 19, 2021.

Returns & Exchanges

To initiate a return or exchange, email us at info@swahilimodern.com.

See our [Returns & Exchanges](#) page for more information.

Taxes

We do not collect any sales tax. We are based in Oregon, a sales-tax-free state.

DAMAGED PACKAGES

If your package is damaged in transit, contact us within 7 days of receipt so that we can send you a replacement.

- Please email us at info@swahilimodern.com to notify us of the damages and initiate the replacement.
- Please include a photo of the damage.
- Sometimes baskets need to be lightly reshaped after shipping. Please see the Shaping Instructions further down this page or visit our [Basket Care & Reshaping](#) page.

RETURNS & EXCHANGES

Items can be returned or exchanged by contacting us within 14 days of receiving your order, as long as the items are in **like-new condition**.

- Please email us at info@swahilimodern.com to arrange your return/exchange.
- Pack the items securely and ship the package back to:
Swahili Modern
Attn: Returns
388 E 3rd Avenue
Eugene, OR 97401
- **For exchanges:** once we receive your returned items, we will ship the replacement items or issue an equal-value gift card, as arranged with you via email.
- **For returns:** once we receive your returned items, we will issue a refund to your original method of payment.
- If you wish to return items purchased at our Fifth Street Market store in Eugene, you may return the item within 30 days of purchase for exchange or store credit. This excludes clearance items. Items must be in the original packaging and in like-new, unused condition.

Shipping Costs for Returns & Exchanges: We do not pay for the cost of return shipping or for the cost of re-shipping the new items. Only the price of the items will be refunded to your issuing credit card.

Note: The most common reason for an exchange is basket size. Please email us at info@swahilimodern.com at any time during the ordering process if you have questions about the dimensions of an item. Handmade items often vary slightly in size, but we're happy to coordinate with you via email before you purchase.

NOTICE OF HANDMADE VARIATION

All of our items are handmade, and variations from the sample pictured are expected. Please keep in mind the unique nature of your purchase when evaluating a product for a return or exchange; for example, we do not consider slight variations in color and pattern valid reasons for returns. Thank you for your understanding. See our [Statement on Handmade Variation](#) to learn more.

SHAPING INSTRUCTIONS

We shape our baskets before shipping them to you, but they sometimes lose shape on their shipping journey. Luckily, it's a wonderful feature of these baskets that they can be reshaped, easily, time and time again.

Visit our [Basket Care & Reshaping](#) page to learn how.