

## Pre-Order Payment Policy

At House of Diecast/Toymaster, we offer our customers the option to pre-order exclusive items. To secure your pre-order, the following payment terms and conditions apply:

### 1. **Non-Refundable 50% Deposit**

**Only items that have a minimum value of R900 qualify for this concession.**

Below this amount requires a full payment, and for items R900 and above a **50% non-refundable deposit** is required unless the client wants to pay in full, at the time of placing any pre-order. This deposit guarantees your reservation of the item(s) and is used to secure stock from our suppliers. Please note that once the deposit is paid, it is **non-refundable** under any circumstances, including cancellation by the customer.

### 2. **Payment of the Outstanding Pre-Ordered Items Balances**

The remaining 50% balance is due once the item(s) have arrived at our suppliers and are ready for shipment to our depot. Customers will be notified via Whatsapp communication channels when their order is ready for payment. Payment of the outstanding balance must be made within **24 to 48 Hours** of this notification.

If you require a flexible payment arrangement for the balance, please contact House of Diecast/Toymaster immediately to discuss options. These arrangements must be agreed upon in writing on Whatsapp and are solely subject to approval by management.

### 3. **Failure to Pay the Balance**

If the remaining balance is not paid within **24 to 48 Hours** of notification and no prior payment arrangement has been made, the following will occur:

- **Forfeiture of the Deposit:** The initial 50% deposit will be forfeited, and the pre-ordered item(s) will be released for sale to other customers.
- **Cancellation of the Pre-Order:** Your pre-order will be automatically cancelled, and no refunds will be issued for any payments already made.
- **Right to Recover Costs:** In the event that House of Diecast/Toymaster incurs additional costs or losses as a result of the non-payment, we reserve the right to take legal action to recover any outstanding amounts.

### 4. **Ownership Rights**

Ownership of any pre-ordered items remains with House of Diecast/Toymaster until the full balance has been paid. Items will not be released for collection or delivery until payment is received in full.

By placing a pre-order with House of Diecast/Toymaster, you acknowledge and agree to these payment terms and conditions. Failure to comply with these terms may result in the loss of your pre-order and any payments made.

## Pre-Order Disclaimer

At House of Diecast/Toymaster (Pty) Ltd, we strive to fulfil all pre-orders in a timely manner, and we work closely with our suppliers to ensure products are delivered as promised. However, due to circumstances beyond our control, the following conditions apply:

1. **Supplier Delays**

In the event of supplier delays, where pre-orders have been placed and either deposits or full payments have been made, House of Diecast/Toymaster is not liable for delays in product release or delivery. These delays may be due to manufacturing, shipping, or other supplier-related issues and their internal company policies. Customers will be kept informed of any such delays, and we will do our best to provide updated delivery estimates as they become available. **Refunds will not be issued for delays**, but you may request to hold your order until the product becomes available, or inquire about alternative options.

2. **Supplier Unavailability**

If, after a pre-order has been placed and deposits or full payments have been made, our supplier can no longer provide the item(s) ordered, House of Diecast/Toymaster will notify the customer as soon as possible. In such cases, **no cash refunds will be issued**.

Instead, we will offer **in-store credit** to use on **in-store stock items** for the amount paid, which can be used to purchase any available in-stock items at House of Diecast/Toymaster. This in-store credit will not expire and can be applied toward any future purchases, excluding future pre-orders. Should you wish to select alternative items of equal or greater value, you will be responsible for paying the balance, if applicable.

3. **Non-Refundable Deposits**

Please note that all **pre-order deposits are non-refundable** under any circumstances, including supplier delays or unavailability. By placing a pre-order, you acknowledge and accept that delays may occur and that in-store credit will be provided as compensation in cases where products become unavailable.

4. **No Liability for External Factors**

House of Diecast/Toymaster is not liable for any financial loss, inconvenience, or disappointment caused by delays or the inability of suppliers to fulfil pre-orders. Customers are encouraged to communicate with us for updates or inquiries regarding the status of their pre-orders on Whatsapp at 071 603 6591.

By proceeding with a pre-order at House of Diecast/Toymaster, you agree to these terms and conditions. If you have any concerns or questions regarding our pre-order process, please feel free to contact us.