CUSTOMER DELIVERY TERMS & CONDITIONS

For orders delivered to customers by OneGrafix or an arranged delivery provider

Effective date: 12 November 2026 **Version:** 1.0

These terms explain how delivery is arranged for goods or completed orders supplied by OneGrafix Business Solutions, trading as OneGrafix. They should be read with your order quotation, confirmation, invoice and any product or service terms that apply to your order.

Please check the delivery address, contact number, delivery fee and any timing estimate on your order confirmation. Contact OneGrafix promptly if any detail is incorrect.

1. Scope and delivery arrangements

These terms apply when OneGrafix accepts an order and confirms that delivery is included or arranged as part of that order. Your order confirmation states the delivery method, destination and any delivery charge that applies.

If you choose and engage a delivery provider independently through the OneGrafix delivery partner directory, your transport arrangement is directly with that provider. The provider is responsible for its quoted service and charges. OneGrafix operates the directory to help customers find independent providers; a listing does not guarantee a provider's availability or performance.

2. Delivery fees, payment and order readiness

Any delivery charge known at the time of quotation will be shown or confirmed before dispatch. Additional delivery charges will be discussed with you before they are incurred. Delivery may be scheduled after the order and agreed delivery charges have been paid, unless your order confirmation states different payment terms.

Please ensure the order is ready for delivery and that any required approvals, artwork sign-off or balance payment have been completed. Production and delivery timing may depend on these items.

3. Delivery address and access

You are responsible for providing a complete and accurate delivery address, a working contact number, and any directions needed to find the location. Tell OneGrafix in advance about access restrictions, security procedures, stairs, loading limits, restricted hours or other conditions that may affect delivery.

An authorised person should be available to receive the order. If another person will receive it, please identify them or make sure they can reasonably confirm your authority.

4. Delivery dates and timing

Any delivery date or time window is an estimate unless OneGrafix expressly confirms a guaranteed service in writing. Delays may occur because of production changes, traffic, weather, road conditions, vehicle issues, access restrictions or events outside reasonable control. OneGrafix will provide an update when it becomes aware of a material delay and can reasonably do so.

If a delivery date is important for an event or installation, tell OneGrafix before confirming the order so that feasibility can be checked.

5. Handover and inspection

Please check the number of packages and the visible condition of the outer packaging at handover. Where practical, note visible damage or a missing package on the delivery record before signing. Signing confirms receipt of the items recorded as delivered; it does not remove rights that cannot lawfully be waived.

For custom printed, branded or made-to-order items, delivery acceptance does not replace any approval or specification terms that apply to the order. Please review the delivered goods promptly and contact OneGrafix if you identify a concern.

6. Damage, shortage or incorrect delivery

Contact OneGrafix as soon as reasonably practical if an order arrives damaged, incomplete, or at the wrong address. Include your order or invoice number, a description of the issue, photographs of the goods and packaging where available, and the date and time of delivery. Please retain the packaging until the issue has been reviewed.

Prompt notice helps us investigate with the delivery provider and arrange an appropriate response. It does not limit any consumer rights or remedies that apply by law.

7. Failed delivery, changes and cancellation

If nobody is available, the address is inaccessible, or the contact details are incorrect, the delivery provider may contact you or OneGrafix to arrange next steps. Redelivery, storage or return charges will be explained before they are charged, where applicable.

Request changes to the address or delivery time before dispatch. A change after dispatch may not be possible and may involve additional costs, which will be confirmed with you first. Cancellation or changes to the underlying order are handled under your order confirmation and applicable law.

8. Safe delivery and special handling

Tell OneGrafix before dispatch if the order is unusually heavy, oversized, fragile, requires special handling, or has other delivery requirements. We may need to confirm a suitable vehicle, equipment, access or extra charge before accepting the delivery arrangement.

Customers must not ask a driver to carry prohibited or unsafe items, alter the order, or leave goods in an exposed or unauthorised place. Delivery is subject to safe access and the provider's reasonable safety requirements.

9. Personal information

Contact details and delivery instructions will be used to arrange, complete and support delivery, and to address related service issues. OneGrafix and any delivery provider involved should use this information only for those purposes, protect it appropriately and not use it for unrelated marketing without a proper basis.

10. Complaints and contact

For delivery updates, changes, damage, shortages or other concerns about an order supplied by OneGrafix, contact OneGrafix using the contact details shown on your order confirmation or at onegrafix.co.zw. Please include your order number so we can assist.

Where you independently hired a delivery partner through the directory, contact that provider first about its quote, timing, charges or delivery service. You may also contact OneGrafix about a directory listing or information displayed by OneGrafix.

11. Applicable terms and customer rights

Your order confirmation and any written service-specific terms form part of the arrangement for your order. If a delivery detail in those documents differs from these general terms, the specific written confirmation for that order applies to that detail.

These terms are subject to applicable law. Nothing in them limits a consumer right or liability that cannot lawfully be limited. Any dispute will be handled through the applicable legal process.

Please retain a copy of these terms with your order documents.