





# Things You Should Know Before Ordering with Shanga

## Key to Tag Colours

	<b>GREY</b> This tag colour represents a single variation of this product with NO ADDITIONS.
	<b>PINK</b> This tag colour represents a single variation of this product with <b>BEADING OPTIONS</b> .
	<b>GREEN</b> This tag colour represents <b>MULTIPLE SIZE VARIATIONS</b> of this product.
	<b>GREEN &amp; PINK</b> A combination of green & pink tags represents <b>BEADED OPTIONS</b> with <b>MULTIPLE SIZE VARIATIONS</b> .

## Product Variations

Due to our products being handmade there may be some variations with colours and sizes. Where possible, the item will be made as shown pictured, however, we reserve the right to substitute for similar colours and components.

Hand-blown glass product sizes are a guide only, however, where items are ordered in bulk or as part of a set, every effort will be made to ensure they match closely.

Custom Designed products will only be accepted if a bulk order is made or we have made the product before.

Production time for all orders is dependent on order volume and items ordered. An estimate will be given at the time of ordering. Please allow an average 6 week time frame, up to 12 weeks in the run up to Christmas.

## Pricing and Payment

All prices shown are retail prices, inclusive of VAT.

Prices are exclusive of shipping or duty and import taxes (if applicable). Shipping is arranged through a third party and Shanga cannot take responsibility for any items lost or damaged in transit.

**VAT is applicable on all invoices.**

Wholesale pricing (30% discount) is offered on orders over 50 items of a variety of products, or 20 items of the same product and must be confirmed before the order is placed. For eligibility of wholesale pricing, contact [orders@shanga.org](mailto:orders@shanga.org).

Please note that we are unable to offer consignment to businesses and organizations who sell our products.

All orders require a minimum 50% deposit payment into our account before we begin producing the order.

Custom Designed items will be priced above standard catalogue products, taking into consideration design and development costs. Deposits for Custom Designed products are non-refundable.

We accept different forms of payment including bank transfer, PayPal, cash and cheque. For payment details, please contact [orders@shanga.org](mailto:orders@shanga.org).

## Collection

Please note that all orders must be paid in full before shipment or collection.

Items must be collected within 8 weeks of the notification of completion. Failure to pick up an item will result in the deposit being forfeited.

Any orders that are collected from Shanga need to be checked by the buyer and a delivery note signed. Please note Shanga cannot be responsible for any breakages and/or issues after the items have left our offices.

## Order Process

**Step 1** - Look through the Shanga Catalogue and select the products you want!

**Step 2** - Fill out the Shanga Order Form. Make sure you indicate the correct name and code of each item, plus the colour, decorations and any other variations that apply. When you're ready, send the form to [orders@shanga.org](mailto:orders@shanga.org)

**Step 3** - Confirm your order by email, and make payment through bank transfer, cash, cheque, PayPal or credit card.

**Step 4** - Enjoy your fantastic new items from Shanga!



# SHANGA CATALOGUE ORDER FORM

Order # \_\_\_\_\_ Page\*: \_\_\_\_\_

ALL ITEMS			GLASS ONLY				ALL ITEMS		
Item Code*	Item Name*	Variation	Size	Colour	Decoration	Beads	Price Per Item*	Quantity*	Total Price*

Payment Option\*:

Bank Transfer	
Cheque	
Cash	
PayPal	
Credit Card (Through PayPal)	

Comments:

Page Total*	
Extra Pages Total	
<i>Discount</i>	
<i>Shipping</i>	
<b>Total*</b>	

Key:

1. \* Information Required
2. Only if applicable
3. To be completed by office

Contact Name*:	Shipping Address:
Company:	
Email Address*:	

