

willowlamp... Introductory Letter, Commercial Terms & Policies

Dear Client,

Thank you for your interest in willowlamp. We appreciate you taking the time to read this introductory letter, which will provide you with a clear overview of our company, design philosophy, products, and processes. This serves as a preamble to our Commercial Terms to help you understand how we work and what we offer.

About willowlamp

willowlamp is a small but highly successful South African lighting design company, internationally recognized for our unique and diverse product range. Our lighting designs span from simple pendant, table, and wall lamps, to highly complex chandeliers, monumental custom installations, and one-of-a-kind art pieces.

At the heart of all our work lies a single ingenious idea: a **patented method of attaching ball-chain to laser-cut steel frames** using a small notch. This elegant system enables a fastener-free, flowing curtain of chain that forms the basis for our limitless design potential.

While we do offer table and standing lamps, it is our **pendants and chandeliers** that form the core of our brand and reputation. These sculptural statement pieces are fully modular and flat-packable, ensuring simplified delivery and reduced freight costs.

Over the past two decades, willowlamp has received multiple prestigious design awards and has been showcased in leading design shows both locally and internationally. All products are **hand-assembled at our factory in Cape Town**, using only the highest quality materials, many of which we have sourced globally. Our products are now also available in energy-efficient **LED options** in line with international trends.

What We Offer

We offer two primary categories of products:

1. Standard Collections

These are our **made-to-order** designs that have been refined over the years. They offer a wide range of finishes and customization options, and are available on relatively short lead times (typically 3–8 weeks). The four product groups in this collection are:

- **Simple Lamps** – pendants, table, wall, and floor lamps
- **Simple Classics** – pendants and wall lamps
- **Complex Classics** – chandeliers and wall lamps
- **Art Pieces** – sculptural chandeliers

Each group includes numerous design families and variations, which can be tailored in size, finish, and configuration. Browse our website at www.willowlamp.com or download our e-catalogue for a comprehensive view.

2. Signature Concepts & Custom Design

For more complex, large-scale, or one-off commissions, we offer an exclusive **custom design service**. These projects involve a longer lead time and begin only after the final design drawings are approved and signed off.

Our **Signature Concepts** represent our most ambitious and high-end design tier—monumental works that often feature in luxury residences, hospitality venues, and public spaces globally. Visit the ‘Custom Lighting Projects’ and ‘Signature Designs’ sections on our website to view examples.

Tailoring, Chain Length & Drop Adjustments

Every willowlamp can be tailored to meet specific installation requirements. We can modify chain length, overall drop, and even adapt standard designs to suit LED lamps or scale adjustments. Substantial modifications may affect pricing and lead time. Enlarged versions of standard models fall under our Custom Design category.

Finishes & Materials

Standard Chain Finishes

Our core range includes 10 standard finishes that can be selected to suit your design needs. Examples include:



Silver (Chrome)



Smoke



Copper



Brass



Mixed

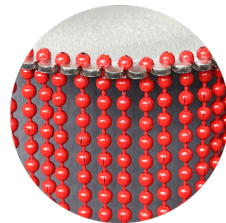
- **Metallic Finishes:** Chrome (Silver), Brass, Copper, Smoke (Black Nickel) – all paired with brushed stainless-steel frames.



Black



White

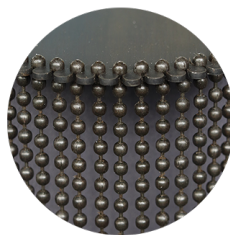


Red

- **Colour Finishes:** White, Red, and Black gloss – with other Pantone colours available on request (subject to additional cost and lead time)



Rust (Oxide)



Black (Oxide)

- **Oxidized Finishes:** Rust and Black oxide – a matched finish applied across frame, chain, and components
- **Antiques & Stainless steel:** Antique Copper, Antique Brass, Antique Nickel are all natural, matt, earthy finishes. Stainless Steel chain we recommended for very corrosive and marine environments. These finish options are only available on special request with longer lead times.

You may mix metallic finishes or request non-standard options at an additional cost. Please visit the 'Finishes' page under the 'Products' tab on our website for details and visuals.

Lead Times (Guide Only)

Lead times vary based on order complexity and production schedule:

- **4–6 weeks** – Small batches of popular designs (in standard finishes)
- **6–8 weeks** – Larger bespoke orders or requests requiring new component production
- **8–12+ weeks** – Complex, large-volume, or custom orders (may be delivered in batches)

Please confirm the estimated lead time when placing your order.

Ordering Process (Enquiry-Based)

To initiate a standard or custom order, we follow a step-by-step process:

1. **Initial Enquiry:** We respond with information and guidance. For custom projects, we may request a detailed brief or questionnaire.
 2. **Confirmation of Specifications:** Once design, finish, and any tailoring is confirmed, please complete and return our **Specification Sheet**.
 3. **Quotation & Deposit:** Upon acceptance, we issue a formal quotation. A **50% deposit** is required to commence production. For custom work, a design fee may apply.
 4. **Final Approval & Production:** For custom designs, signed-off drawings are required before production begins. Lead time is calculated from deposit date.
 5. **Final Invoice & Delivery:** Before dispatch, we issue a Commercial Invoice. Full payment must be made before shipment. Clients may inspect orders at our factory by prior arrangement.
 6. **Packing & Shipment:** All items are tested, securely packed, and include full documentation. Clients must advise us of any special requirements in advance.
 7. **Client Inspection:** On delivery, clients are responsible for inspecting the goods. Any issues or damage must be documented and reported immediately.
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For full details on warranties, terms of sale, installation, and other important policies, please refer to our **Commercial Terms & Conditions** document.

willowlamp Commercial Terms & Conditions

1. Product Information & Presentation

We strive to accurately represent our products — including design, finishes, colours, and pricing — both online and in partner showrooms.

- Samples and colour swatches are available at our partner showrooms or can be provided upon request. Our Client Services team is available to advise on suitable finishes and applications.
- Please note that colour appearance may vary depending on the device or screen used to view our website. willowlamp is not responsible for any discrepancies between digital representations and the actual product. We recommend reviewing physical samples before ordering.
- All willowlamp products are made-to-order and often customized. Under the Consumer Protection Act (CPA), customized goods are non-refundable and non-cancellable once an order is confirmed.
- We apply a policy of continuous improvement. As such, minor design adjustments may be made over time to enhance aesthetics, safety, or performance. While all products will closely resemble their reference images or samples, small variations may occur.
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2. Quotations & Pricing

2.1. Formal quotations are valid for 30 days. Thereafter, prices may be adjusted to reflect material or labour cost escalations.

2.2. South African quotes include VAT at the prevailing rate (currently 15%).

2.3. Price lists are updated at our discretion. Any price quoted prior to a new list will be honoured for 30 days after its release.

2.4. Prices are quantity-dependent. Changes in scope, design, or order volume may result in revised pricing.

2.5. Post-manufacture modifications requested by the client (e.g., height changes or retrofits) are charged at R500 base admin plus labour and materials.

3. Deposits & Order Confirmation

- 3.1. A 50% deposit confirms your order and activates production lead time. 100% payment upfront is also accepted.
 - 3.2. Signed quotations or purchase orders alone do not confirm an order. The lead time begins only after deposit receipt.
 - 3.3. For custom design projects, production only begins after both the deposit and final design sign-off.
 - 3.4. Clients must confirm delivery dates with us prior to making installation commitments, especially when deadlines are tight.
 - 3.5. Tailoring or custom adjustments must be communicated before production. Otherwise, standard product dimensions will be used and post-production changes will be billed to the client.
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4. Production Lead Times

- 4.1. Standard lead times vary based on:
 - Order size
 - Design complexity
 - Current production capacity
 - 4.2. Lead time for custom projects begins only after final design approval and deposit payment.
 - 4.3. Our annual shutdown (15 December – 10 January) is not included in lead time calculations.
 - 4.4. Confirmed delivery dates may be extended due to:
 - Production delays
 - Labour strikes or supplier issues
 - External shipping delays or third-party disruptions
- Clients will be kept informed of any material changes and may cancel if delays exceed one month.
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5. Payments

- 5.1. Full payment (balance + any extras) is required before goods are released.
 - 5.2. If goods are ready but not collected/delivered, a storage fee of R500 per unit or 5% of item value (whichever is higher) will be charged monthly after a 2-week grace period.
 - 5.3. Unpaid balances will accrue 10% interest monthly. Storage fees (per clause 5.2) also apply.
 - 5.4. If final payment remains unpaid after 3 months of completion, the goods may be sold to recover costs, and the deposit forfeited.
 - 5.5. For trade and large orders over R50,000:
 - Payments should be made via EFT (South Africa) or SWIFT (international).
 - Credit card payments via Paygate incur a 7% surcharge, which must be added by the client if they prefer this method.
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6. Delivery

6.1. Delivery costs are for the client's account. Clients may:

- Collect from our Cape Town factory
- Request delivery via courier or freight (quoted separately)

6.2. VAT is not charged on export orders where willowlamp handles the export process.

6.3. Freight costs are provisional and may change without notice. Final transport charges are borne by the client.

6.4. Upon delivery, clients must inspect goods:

- Damages must be reported within 7 days, with photo/video proof.
 - Failure to report issues within this timeframe may result in the goods being deemed delivered in acceptable condition.
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7. Custom Design Terms

7.1. Custom projects involve collaborative design development based on the willowlamp system. Clients do not submit completed designs for execution.

7.2. Custom design services are only available for projects exceeding R50,000.

7.3. Certifications (e.g., CE, ETL) are not included for custom items. If required, all testing and certification costs — including any sacrificial samples — are for the client's account and arranged by third-party agencies.

8. Exclusions

8.1. CE, UL, SASO or other testing/certification requirements are for the client's cost.

8.2. Additional scope changes beyond the signed agreement.

8.3. Shipping, customs, installation, taxes, and duties.

8.4. The quoted price excludes installation or integration.

8.5. willowlamp takes no responsibility for product incompatibility with smart systems or automation unless explicitly confirmed.

9. Intellectual Property

- 9.1. All willowlamp designs — including standard and custom works — remain the intellectual property of willowlamp.
- 9.2. Our patented chain attachment system and all design works are protected by copyright.
- 9.3. “willowlamp” is a registered trademark. No use of our brand assets is permitted without written consent.
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10. Warranty & Returns

- 10.1. All products carry a one-year warranty for electrical faults when used as intended.
- 10.2. Refunds or returns are not permitted for made-to-order or customized items, in accordance with the Consumer Protection Act.
- 10.3. Exceptions apply only to goods proven to be defective or damaged in transit. These must be reported within 7 days of delivery. We reserve the right to repair or replace items where appropriate before issuing a refund.
- 10.4. No additional warranties are implied.
- 10.5. In rare cases where we agree to a return not related to product quality, a 10% handling fee will apply. Any costs incurred (e.g. delivery) are non-refundable. The customer must provide proof of purchase and ensure the product is returned in original condition.
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