



TERMS & CONDITIONS

General Information

Our products are manufactured by our partner company Soloko Ghana Concepts Ltd. in Ghana. Distribution is handled by Soloko in Germany, so all products are shipped from Germany as standard. Do you plan higher quantities and a delivery directly from Ghana will be more economical for you? Then contact us at retail-order@soloko.com and we will be happy to inform you of the MOQs and reduced wholesale prices.

Orders: Process & Minimum Order Quantities

Minimum opening order for entire collection is € 500 (before taxes and shipping). Reorder minimum is € 400 (before taxes and shipping). For larger orders, we can take into account your individual wishes with regard to shipping cartons and corresponding packaging sizes. Orders can be made by emailing details of your order to retail-order@soloko.com. Please include product name, codes, quantities, delivery info and any further wishes. Alternatively, if you require an order form just get in touch with us.

Processing and Lead Time

Most of our products are produced on demand. For small quantities, we can ship directly from our warehouse in Germany with shorter lead times of approximately 1-2 weeks from receipt of payment. For higher quantities, we will start manufacturing your products once the order has been placed. Depending on the product, a production time of at least 10-14 weeks from receipt of payment is to be expected. In addition, delivery times must be taken into account. Let us know which products you are interested in and the expected quantities and we will give you binding information about production and delivery times. We will also be happy to consider your wishes regarding delivery methods.

Shipping

All orders are shipped from Germany unless you have chosen the direct shipping from Ghana. The costs of shipping are charged to the retailer unless otherwise specified. We strive to choose the most economical, tracked option. Customs will be charged to the retailer unless otherwise specified. Some of our products (e.g. bigger baskets, cushions with fillings) may require shipment in oversized cartons and are subject to higher freight charges. Special handling requests are subject to extra charges at Soloko's discretion.

Prices

List prices are subject to change. Any local taxes, duties and customs fees are the responsibility of the customer. Prices are exclusive of VAT. For EU customers we will need your VAT number and EORI number.



Payment terms

Opening orders will be charged on a proforma basis, payment is required prior to shipping. For successive orders net 30 days credit is available. Payment is to be made via bank transfer. Invoices will be emailed directly to you. Prices and availability are subject to change. For larger orders and the start of production with the placement of your order, separate payment terms will be agreed.

Returns & Claims

Items are sold as a firm sale basis. All claims must be submitted to us within 5 business days of receipt of shipment. Please examine your order upon arrival for any discrepancies. Please note, all our products are handcrafted and therefore, may vary slightly in colour, texture, size, and finish. These are not considered quality issues and will not be grounds for returns. In case of any claim, please email retail-order@soloko.com We will inform you about the next steps.

Backorders

If any items are currently on back orders, you will be notified by email with a projected shipping date. Items identified as backordered may be removed from the order without charge. Otherwise, product will be shipped immediately once in stock.

Customized Orders & Collaborations

Do you like our products but have special wishes regarding colours, designs or sizes? Or you would like to express your own creativity and brand DNA and realise your own collection together with us? Then let us talk. We also realise customised requests.

Resale

If SOLOKO is sold online in your own shops, SOLOKO must be mentioned in the product description. SOLOKO may not be sold on third-party online platforms or through other third parties without prior written authorisation.

Acceptance of terms and conditions

Placement of order confirms acceptance of the above terms and conditions.