



THE URBANATIVE

FAQ's

PLACING AN ORDER?

For trade Please contact us at hello@theurbanative.com for your orders. Payment on these orders is 70 % upfront and 30 % prior to delivery or 100% upfront.

Designers, stylists and Architects ca get unto 20% discount depending on the type and size of order.

Goods will be ready to ship within the lead-time specified. Usually 4-6 weeks. Lead times begin once payment is cleared, and do not include delivery lead times; Local deliveries can take one to four working days, and international deliveries anything from seven days to a fortnight, depending on your location.

Most of our pieces come in a range of materials and powdercoating colours and finishes please drop us an email to recieve a product card, we would love to assist.

LIGHTING

Our lights take E27 LED lightbulbs , these are available from any good hardware store . Please specify on your order of you would like lightbulbs to be included. The type of lightbulb for each light fixture is noted in the spec schedule you will receive on delivery.





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DO YOU HAVE A SHOWROOM?

We have a studio showroom at our factory in Johannesburg; full address: 1 Roller Street, Spartan, Kempton Park, 1619.

Customers are more than welcome to visit our studio showroom with an appointment. However, if you are coming to view something specific, or if you wish to discuss a custom piece or project - we always prefer if you'd contact us ahead of time, just to ensure that we have the product on hand or that the right person is here to help you.

A selection of our pieces can also be seen at the following outlets:

BECK ERNST

35 4th Ave, Parkhurst, Johannesburg, 2193

Store hours:

Mon-Sat: 9 am -5 pm

Sun: 9am -4pm

&

ALWAYS WELCOME (JHB)

17 Commerce Cres, Kramerville, Sandton, 2196

Store hours:

Tue-Sat: 9 am -5 pm

(Monday & Sunday Closed)

&

ALWAYS WELCOME (CT)

108 Shortmarket St, Cape Town City Centre, Cape Town, 8000

Store hours:

Tue-Sat: 9 am -4:30 pm

(Monday & Sunday Closed)





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WHAT ARE YOUR BUSINESS HOURS

Our sales team is available Monday to Friday 9h00 - 17h00.

Warehouse hours for collections are Monday to Thursday 9h00 - 16h00 and Fridays 9h00 - 14h00. You can place an order online at any time and our sales team will be in contact with you during office hours.

WHAT KIND OF PAYMENTS DOES DAM ACCEPT

We accept Electronic Bank Transfers, VISA, Mastercard.

HOW ENVIRONMENTALLY FRIENDLY ARE YOUR PRODUCTS

We strive to use sustainably produced materials and we prefer production methods that minimise energy consumption. Our products are made to last, which we believe to be the most environmentally friendly method of manufacture. We try not to use unnecessary packaging and where possible.

WHY ARE ITEMS MADE TO ORDER?

We like to offer our clients the chance to personalise their purchase by choosing from our selection of colour and timber options. This means that your selection of finish and colour might have to be made to order. We believe that it'll be worth the wait.





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DO YOU OFFER A PRICE REDUCTION FOR TRADE?

We make our products as affordable as possible. But pricing on a bulk order for a standard product to trade based on bulk order might be negotiable.

I HAVE A TECHNICAL PROBLEM TRYING TO ORDER ONLINE, WHAT SHOULD I DO?

Please phone (weekdays 9h00 - 17h00) or email hello@theurbanative.com

DO YOU OFFER GIFT CARDS

Yes, we do. Gift cards to be redeemed within a month.

HOW CAN I FIND OUT THE DIMENSIONS AND WEIGHTS OF THE PACKAGES FOR THE PRODUCT I WANT TO BUY

We try to optimize package size and weight for delivery and can vary from order to order. Contact us and we'll fill you in on what to expect.

HOW ARE MY ONLINE DELIVERY CHARGES CALCULATED

Charges are based on the delivery method, size, weight of your purchase, as well as the delivery address. These costs will be calculated as you check out and you can choose to accept them, or to collect yourself from our warehouse.

Please contact us should you need a special delivery quote.





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IF I WANT TO COLLECT MY ORDER IN PERSON, HOW DO I ARRANGE THAT

Orders can be collected from the Warehouse while smaller products. Collection address is 1 Roller Street, Spartan, Kempton Park, 1619. Please check in with us if you are not certain where you should be collecting your order from.

CAN I CHOOSE A SPECIFIC DELIVERY TIME AND DATE

It is possible and depends on your delivery method. We'll do our best to deliver on your chosen date. You'll get either an email notification or a call from the delivery provider to confirm the time and date window for your delivery.

HOW LONG DO I HAVE TO COLLECT MY ORDER

The date of delivery you are given at the time of online checkout is the date we expect to have your order ready for collection. Please collect your order on that date; if this is not possible please contact us to make arrangements. We have limited storage space and if the order is not collected within 7 days of the delivery date.

I RECEIVED A DAMAGED OR INCORRECT PRODUCT

Please email us and include pictures and information about your order or invoice number and we will get back to you.





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WILL I BE CHARGED VAT

Yes, we charge 15% VAT.





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WHAT IS THE LEAD TIME FOR YOUR PRODUCTS?

Once the payment is received, the estimated lead time will be confirmed. We strive for the following lead times: Standard products - 4-6 weeks from date of Deposit Payment & finalisation of finishes.

Custom Products- 6-8 weeks from Date of payment & finalisation of finishes.

Collectible Design Items have a lead time of 8-10 weeks from Date of payment & finalisation of finishes.

THEURBANATIVE will use its best endeavours to ensure that the order is completed within the estimated lead time. Very effort will be made to have your order to you as quickly as possible.

Please note that turnaround times are an approximate guide and are subject to change or delay. If you need a piece before a specific date, please contact us before ordering to ensure this will be possible and to avoid any disappointment.

However, lead times are subject to variation and are dependent on various external factors, such as the availability of materials/loadshedding/strike or labour dispute. In these cases our team will reach out to you in a timely fashion to let you know of any deviations.

*We are working hard to reduce lead times and expect to have a larger in stock category available soon - thanks for your patience!





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HOW LONG DOES REGULAR DELIVERY TAKE?

DELIVERY

Transportation is included at the final checkout amount in the online store. We use the road freight service (within RSA) which takes 2-3 days to major centres. Delivery to outlying areas takes upto 5 working days. For export, please contact our team for

If you are placing a bulk order, contact us for a consolidated delivery quote, please email: hello@theurbanative.com

Should you prefer to organise your own delivery, collection from our factory in Johannesburg, South Africa can be arranged. Please contact us to make arrangements. THEURBANATIVE cannot be held liable for any breakages incurred during your personally arranged delivery. THEURBANATIVE does not do installation.

We deliver with our inhouse teams for all Gauteng deliveries and for all other deliveries within South Africa we use Star Express. All goods are insured with our couriers during delivery. If you are outside of South Africa, please contact us at accounts@theurbanative.com and we will provide you with a quote for shipping in your area or we will direct you to our agent in your country. If you require a faster service, please also contact us at hello@theurbanative and we will arrange for faster delivery (additional charges will be applied.)

DUTIES & TAXES

For shipments outside South Africa to the United States, Europe, Australia, Asia & other parts of the world duties and taxes are not included in the order price. Customers will be invoiced separately by the carrier if duties and taxes are applicable.





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MAY I CUSTOMISE ONE OF YOUR STANDARD ITEMS?

Yes, let us know what you are after and we'll do our best to accommodate your request - customisations do require additional production time. Please send us your customisation requirements to hello@theurbanative.com

DO YOU TAKE ON CUSTOM PROJECTS?

100%.

We work on hotels, restaurants, retail shops, offices as well as smaller projects where only a few items are required.

I WOULD LIKE TO SUPPLY MY OWN FABRIC FOR ONE OF YOUR ITEMS, IS THIS POSSIBLE?

Yes, send the fabric directly to us. Please get in touch regarding how much fabric is required.

I WOULD LIKE TO REQUEST HI-RES IMAGES FOR A PUBLICATION, IS THIS POSSIBLE?

Please send us an email to hello@theurbanative.com detailing which images you'd like and we'll gladly help.

DO YOU HAVE A RETURNS POLICY?

We pride ourselves in having very few (almost zero) returns which is due to the focus on quality that we put into each aspect of production. Our Returns Policy is in our T's and C's document found in Help at the bottom of the website.



PAYMENT

Payments are via EFT if you are in South Africa, our banking details are supplied below as well as with the completion of the order. For orders outside South Africa please get in touch with us at accounts@theurbanative.com so we can process your order.

Account name: TheUrbanative

First National Bank

Branch code: 210655

Business Cheque Account: 62691236098

ORDER PROCESS

After receiving and approving your quote from accounts@theurbanative.com an invoice will be sent for payment. After payment, you will receive an order receipt confirmation by email, along with an order number, which will be used as reference on any inquiries and payments. If you do not receive an email, please contact us at accounts@theurbanative.com and we will address the issue ASAP.

