

The logo consists of several horizontal white lines of varying lengths, with small white dots scattered around them, creating a stylized, abstract representation of a stream or digital data.

SILVER STREAM  
STUDIO

*COMPANY PROFILE*



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## SILVER STREAM STUDIO – COMPANY PROFILE

### Who We Are

Welcome to Silver Stream Studio, your premier destination for thoughtful and unique gifting solutions. Our journey began with a passion for spreading joy and creating memorable moments through the art of gifting.

We are dedicated to curating an exquisite collection of gifts that perfectly embody the sentiments you wish to express.

At Silver Stream Studio, our mission is simple yet profound: to bring smiles and foster connections through carefully selected gifts. We believe that every gift tells a story, and we're here to help you tell yours. Whether it's a celebration, an expression of gratitude, or a gesture of love, we're committed to providing you with an unparalleled gifting experience.

We understand that each gift carries a special meaning, and that's why we meticulously curate our selection to encompass a wide range of occasions and personalities. From elegant classics to innovative and personalised creations, our diverse array of gifting services ensures that you'll find something that resonates with your emotions and the recipient's preferences.

### What Sets Us Apart?

#### Thoughtful Curation

Our team creates unique gifts that are not only beautiful but also meaningful. Each item is chosen with care to ensure it meets our high standards of quality and uniqueness.

#### Personalisation

We believe in the power of personal touches. Many of our gifts can be customised to add that extra layer of thoughtfulness, making your gesture even more special.

#### Exceptional Service

Your experience matters to us. We strive to provide top-notch customer service that exceeds your expectations.

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## Sustainability

We are committed to sustainability and eco-conscious practices. We make conscious efforts to minimise our environmental footprint by choosing eco-friendly materials and packaging options.

## Celebrate Life's Moments

At Silver Stream Studio, we work with you to create the perfect gift that speaks volumes without words. Whether it's a birthday, anniversary, holiday, or even corporate gifting, we're here to help you make every occasion memorable.

Thank you for choosing us to be a part of your gifting journey.

## Our Business Process

All clients are requested to submit requests and enquiries either via our website or via email. Silver Stream Studio will then respond to your enquiries. Clients are welcome to contact us telephonically but please do note that quotations will not be provided telephonically. Our preferred method of communication is email.

## Ordering Process

1. Clients submit an enquiry via our website, telephonically or via email.
2. Enquiry should include the following information:
  - Occasion
  - Budget
  - Client Location
  - Date Required
3. We will then respond to the client with ideas and proposals via email.
4. Once clients advise on a preferred proposal and quantities, we will then send the client an official quotation via email to their preferred email address.
5. If the quotation is accepted by the client, the client is then required to sign the quotation and email it back to Silver Stream Studio.
6. The process of commencing with the project will then begin\* and the client will be sent an official invoice.
7. The gifts will then be delivered to the client within the specified timelines.

\* Please note that a non-refundable deposit of 50% of the total order (including shipping) will be required after the quotation has been signed by the client before work commences. Unless otherwise agreed in writing.

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## Lead Times

Since our gifts are custom made and personalised, some items may require custom branding. In the case where an item is branded according to the client's requirements, we have a lead time of 7 business days\*\* from the time the signed quotation is received.

\*\* A business day is defined as any day between Monday and Friday and between the hours of 08:00-16:30.

## Cancellation & Refund Policy

All items ordered from Silver Stream Studio must be paid in full before shipping unless otherwise agreed in writing.

We understand that plans may change, and we strive to accommodate our customers to the best of our ability. However, due to the personalised nature of our custom gifting services, cancellations may result in costs incurred for materials, labour, and design efforts. Therefore, we have established the following cancellation policy:

### Cancellation Fees

An order may be cancelled by requesting a cancellation in writing. We cannot accept cancellation requests for an order that has already been shipped.

### Cancellation Timeframe

Cancellations must be requested at least 15 business days (excluding public holidays) before the scheduled delivery date. Requests made before this timeframe may not be eligible for a refund.

### Cancellation Fees

Cancellations made within the specified timeframe may be subject to a cancellation fee to cover any expenses already incurred in the production process. The cancellation fee will be determined based on the progress of the order and the costs already incurred. This fee will be communicated to the client upon receipt of the cancellation request.

Please see the below schedule of cancellation and the applicable fees\*\*\*:

Days Before Scheduled Delivery Date	Cancellation Fee
0-5 business days	100% of order total
6-10 business days	50% of order total
10-14 business days	25% of order total
15 or more business days	No fee

\*\*\* We reserve the right to waive any cancellation fee or part thereof at our sole discretion.

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## Important Notes

Our cancellation policy applies to all orders placed via our website or via email and must be made in writing. No cancellations requested via telephone will be made.

## Refund Policy

Refunds for cancellations will be issued minus any applicable cancellation fees. Refunds will be processed within 7 business days of the cancellation request, using the original method of payment or as individually agreed with the client.

## Exceptions

In the event of unforeseen circumstances or emergencies, we may waive the cancellation fee at our discretion. If the cancellation is due to a mistake or issue on our part, we will provide a full refund or offer to rectify the situation at no additional cost to the customer.

## How to Request a Cancellation/Refund

To request a cancellation or refund, please contact our customer service team at [sales@silverstreamstudio.co.za](mailto:sales@silverstreamstudio.co.za). Please provide your order number and reason for cancellation when reaching out to us. By engaging our custom gifting services, you agree to adhere to the terms outlined in this cancellation policy. We appreciate your understanding and co-operation.

If you have any questions or concerns regarding our cancellation policy, please don't hesitate to contact us via our website or directly via email.

The decision to charge a cancellation fee for any order will be at the sole discretion of Silver Stream Studio.

## Shipping & Delivery

At Silver Stream Studio, we are committed to providing exceptional service to all of our customers, whether they are located locally, nationally, or internationally. Please review the following shipping policy to understand how we handle shipments of our custom gifting products:

### Processing Time:

- All orders are processed and prepared for shipment within 2 business days of the order completion, unless otherwise stated.
  - Customised or personalised items may require additional processing time. The estimated processing time for each product will be communicated at the time of quotation unless otherwise agreed in writing.
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## Shipping Methods

We offer a variety of shipping methods to accommodate the diverse needs of our customers. Shipping options may include standard shipping, expedited shipping, and international shipping, with associated delivery timeframes and costs.

## Shipping Costs

Shipping costs are calculated based on the weight and dimensions of the package(s), the shipping method selected, and the destination of the shipment. Shipping costs will be communicated to the client before the order is finalised.

## Delivery Timeframes

Delivery timeframes vary depending on the shipping method selected and the destination of the shipment. Estimated delivery times will be provided at the time of quotation. Please note that delivery times may be affected by factors beyond our control, such as weather conditions or customs delays for international shipments.

## Delivery Tracking

Tracking information will be provided for all shipments, allowing clients to monitor the status of their orders. Clients will receive an email with tracking details once their order has been shipped.

## International Shipping

We offer international shipping to most countries worldwide. Please note that international shipments may be subject to customs duties, taxes, and import fees levied by the destination country. These charges are the responsibility of the recipient and are not included in the shipping costs.

## Shipping Restrictions

Some items may be subject to shipping restrictions based on size, weight, or content. We reserve the right to refuse shipment of any order that violates these restrictions.

## Address Accuracy

Clients are responsible for providing accurate shipping addresses at the time of quotation. We are not responsible for orders shipped to incorrect or outdated addresses provided by the customer. If you have any questions or concerns regarding our shipping policy, please don't hesitate to contact us. We are here to assist you with all of your shipping needs and ensure a seamless ordering experience.

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## Privacy Policy

We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and store your personal information in accordance with the Protection of Personal Information Act (POPI Act) and other applicable laws.

### 1. Information We Collect

We collect personal information from you when you interact with us, including when you visit our website, use our services, make inquiries, or communicate with us. The types of personal information we may collect include but are not limited to:

- Contact information (e.g., name, email address, phone number)
- Demographic information (e.g., age, gender, location)
- Account credentials (e.g., username, password)
- Payment information (e.g., credit card details)
- Communication preferences
- User-generated content (e.g., comments, reviews)
- Other information you choose to provide to us

### 2. How We Use Your Information

We may use your personal information for the following purposes:

- Providing and improving our products and services
- Communicating with you and responding to your inquiries
- Processing transactions and delivering products or services
- Personalising your experience and delivering relevant content
- Conducting research and analysis to better understand our clients' needs
- Complying with legal and regulatory requirements

### 3. Disclosure of Information

We may share your personal information with third parties in the following circumstances:

- With service providers who assist us in operating our business and providing our products and services (e.g., payment processors, shipping companies)
- In response to a valid legal request or court order
- To protect our rights, property, or safety, or the rights, property, or safety of others

### 4. Your Rights

You have certain rights regarding your personal information under the POPI Act, including the right to:

- Access your personal information and request corrections to inaccuracies
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- Withdraw consent to the processing of your personal information, where applicable
  - Request the deletion of your personal information, subject to legal obligations and legitimate interests
  - Object to the processing of your personal information for certain purposes

To exercise your rights or if you have any questions or concerns about our Privacy Policy or our handling of your personal information, please contact us using the information provided at the end of this policy.

## 5. Data Security

We are committed to ensuring the security of your personal information and have implemented appropriate technical and organisational measures to protect it against unauthorised access, disclosure, alteration, or destruction.

## 6. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website or by other means of communication.

If you have any questions, comments, or concerns about our Privacy Policy or our privacy practices, please contact us at:

### Silver Stream Studio

44 Mona Street  
Aston Manor  
1620  
Gauteng  
South Africa  
+27 71 317 5698  
info@silverstreamstudio.co.za

We are committed to protecting your privacy.

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## Business Address and Contact Information

### Physical Address

44 Mona Street  
Aston Manor  
1620  
Gauteng  
South Africa

### Postal Address

44 Mona Street  
Aston Manor  
1620  
Gauteng  
South Africa

### Telephone Number

Within the borders of South Africa – 071 317 5698  
Outside of the borders of South Africa +27 71 317 5698

### WhatsApp

+27 71 317 5698

### Email Addresses

In order for us to address your enquiry as effectively and efficiently as possible, we encourage you to contact us on the relevant email address. However, all emails will be answered accordingly from the appropriate department.

*For general inquiries or initial contact:*

- [info@silverstreamstudio.co.za](mailto:info@silverstreamstudio.co.za)

*For enquiries regarding your order and/or quotation:*

- [sales@silverstreamstudio.co.za](mailto:sales@silverstreamstudio.co.za)

*For any existing account queries:*

- [accounts@silverstreamstudio.co.za](mailto:accounts@silverstreamstudio.co.za)

*IT/Personal Information/Support queries:*

- [support@silverstreamstudio.co.za](mailto:support@silverstreamstudio.co.za)
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Thank you for your interest in Silver Stream Studio and taking the time to read through our Company Profile.

Should you have any questions / enquiries, please use any of the email addresses listed in this profile.

We look forward to serving you in the near future.

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