

# Rakumba

## FREQUENTLY ASKED QUESTIONS

### PRODUCT SALES

#### **Can I buy direct from Rakumba?**

Rakumba does not sell direct to the public. Rakumba products are available through our Dealers.

We sell direct to trade customers for fully bespoke products and in some regions where we do not have exclusive dealer/distributor agreements in place.

#### **Does Rakumba accept international orders?**

Yes, we do. We handle your order in exactly the same way as we handle local Australian orders and look after the whole process from beginning to end to make it as easy as possible for you. We send orders using reputable freight companies and provide relevant documentation required for customs clearance to ensure that your order arrives to you safely and quickly.

#### **I need a quotation - who should I contact?**

Our Sales team is available to answer any product inquiries you may have and prepare a quotation for you.

Email [sales@rakumba.com](mailto:sales@rakumba.com) regarding your project.

#### **How soon should I expect a response to my quotation request?**

We will generally acknowledge receipt of your quotation request on the same day it is received and will always do our best to send a formal quotation by the end of the next business day. However, please allow additional time for quotations involving customised products or bespoke projects.

### ORDERS

#### **How do I place an order?**

Email your purchase order to [sales@rakumba.com](mailto:sales@rakumba.com). You will receive a Pro-Forma Invoice in an email confirmation that your order has been received and will be advised of the lead time required to complete the order. Please contact [sales@rakumba.com](mailto:sales@rakumba.com) if you do not receive an email confirmation within 1 business day.

#### **How long will my order take to complete?**

Some of our products may be available for immediate delivery. Our standard production lead time is between 4-12 weeks (plus shipping) depending on the product. However, additional lead times may apply for large orders or orders with some of our artisan, handcrafted products.

Email [sales@rakumba.com](mailto:sales@rakumba.com) if you have queries regarding lead time for specific products.

#### **Is there a Minimum Order Value?**

In some cases, Rakumba may apply a minimum order value.

- Australia, New Zealand & South Pacific 150 AUD
- Europe 500 EUR
- Middle East & Asia 500 USD
- North & South America 500 USD

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## FREQUENTLY ASKED QUESTIONS

### PRODUCT INFORMATION

#### **Do you carry stock of your products?**

We carry limited stock of some products. Email [sales@rakumba.com](mailto:sales@rakumba.com) if you have stock queries for specific products.

#### **Can I customise an existing product?**

Yes, the majority of our products can be either customised or configured specifically for your project – please email [sales@rakumba.com](mailto:sales@rakumba.com) if you have a specific request.

#### **What do you mean when you refer to a product as ‘Artisan’?**

Rakumba’s product designs reflect our support for skilled artisans. When we refer to Artisan design or Artisan products, we mean that the products are hand crafted by an individual or very small group of specialist artisans.

For our artisan products, lead times may vary due to the availability of the people who make the products. This includes:

- Bailey
- Ballerina
- Mito
- Potter DS
- Stone Cow
- Viper

### MATERIALS

#### **Where can I see the materials, colours and finishes for your products?**

Our dealers’ showrooms usually have product and finishes samples. Alternatively, all of our products can be viewed on our website - colours shown may differ from screen to screen.

#### **Materials and Hand Made Products**

The majority of Rakumba’s products are made by hand and may vary slightly from one another in shape, size, colour or finish. This is normal for hand made products.

Several of Rakumba’s products are made from natural materials that may change in appearance over time. This is intentional and by design. In most cases, the original appearance can frequently be restored if required and Rakumba can provide instructions regarding how to do this.

Materials provided by Rakumba and used to fabricate our products may vary reasonably from finish samples or images of the products.

### SUSPENSIONS

#### **What is the standard suspension length for your products?**

Our standard suspension length is 1.5 meters; the electrician can easily shorten this during installation.

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## **FREQUENTLY ASKED QUESTIONS**

### **Can I have a different suspension length?**

Yes, suspension length can be configured to suit your client's needs - installation location of any pendant should always be considered when specifying additional length to suspensions. The suspension length needs to be specified in your purchase order if it is different to 1.5 meters.

### **What colour flex can I have?**

Please refer to individual product specifications. You can also view our web store – [www.rakumba.com.au/lighting-components](http://www.rakumba.com.au/lighting-components) for specific electrical flex colours and finishes. The flex colour and finish needs to be specified in your purchase order.

### **What colour ceiling rose (canopy) can I have for my product?**

Our Rakumba Seamless Canopy is available in Black, White, Silver and Brass finishes - please specify in your purchase order.

## **REGIONAL COMPLIANCE**

### **Are your products suitable for my country or region?**

All of our products are suitable for Australian, New Zealand and European use as our products are wired and assembled to Australian and European standards. Please refer to our product brochures for more information.

### **Are your products UL certified?**

Rakumba does not provide products with UL certification. However, all LED products will be provided with a UL Recognised Driver, where applicable.

## **GENERAL**

### **What is the light output of my product?**

Please refer to individual product specification for light output and colour temperature. All quoted lumens for LED products refer to bare output of the LED and will be impacted by the specific configuration or customisation of the product.

### **Do you supply light globes?**

The majority of our lights use an integrated LED source and light globes are not required.

We offer some products with E27 (max 24W) lamp holders. However, we do not supply light globes due to the differing output requirements for each product or project.

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## **FREQUENTLY ASKED QUESTIONS**

### **LED DRIVERS (POWER SUPPLIES)**

#### **What is a driver?**

An LED driver is used to convert mains power and regulate low-voltage power to the LED light-source and is used in all of our LED products. Rakumba provides either integrated or remote install drivers depending on the product.

Integrated drivers are installed into each product internally when the product is manufactured.

Remote drivers are located externally to the product and may be installed in a suitable location up to 10 metres from the product (e.g. in a ceiling or wall cavity). In some circumstances, a single remote driver may be used to power multiple products, depending on total wattage and the location of the products being positioned relatively close together.

Email [sales@rakumba.com](mailto:sales@rakumba.com) for further assistance.

#### **Which products are supplied with a remote driver?**

The following products have remote drivers:

- Capital
- City Lights
- Exo
- Highline
- Monroe (with integrated LED)
- Potter DS pendant and wall
- Ramus
- Rosella
- Scope 140mm\*
- XO
- Typography

\*Available in Australia only

### **PAYMENT**

#### **What are your standard payment terms?**

Our standard payment terms are 50% deposit on Pro-Forma Invoice to commence production of your order with the balance payable upon completion and prior to dispatch.

#### **How do I pay?**

Rakumba accepts payment in EUR, USD and AUD by International Money Transfer or Electronic Funds Transfer. We also accept Visa and Mastercard, subject to 1.75% processing surcharge.

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## FREQUENTLY ASKED QUESTIONS

### DELIVERY/SHIPPING

#### **What delivery services do you offer?**

Rakumba offers the following shipping services:

- Courier Delivery (same day; local Melbourne, Australia)
- Priority Delivery (next day; interstate Australia)
- Express International Air Service (3-5 days)
- Economy International Air Service (9-14 days)
- International Sea Shipment (40-60 days)

Please contact our Logistics Team at [logistics@rakumba.com](mailto:logistics@rakumba.com) to find out more.

#### **What is the cost of delivery?**

Shipping costs are calculated based on final weight, dimensions, destination and service. However, we do our best to keep our delivery charges as low as possible. Please email [logistics@rakumba.com](mailto:logistics@rakumba.com) for more information.

#### **Do I have to pay any duties and taxes?**

International deliveries may be subject to import duties and taxes - this varies from country to country. Any charges that are deemed payable on the shipment are the sole responsibility of the client. Please contact your local government or trade agency for rates.

#### **Is my package insured?**

Insurance is included for orders where your order terms are Delivered at Place ('DAP'). If your order is supplied on Ex-Works ('EXW') terms, please contact your carrier to arrange insurance.

#### **Can I collect my order from you?**

Yes, you can arrange collection using a carrier of your choice from our warehouse in Melbourne, Australia.

#### **Can you deliver to a Post Office PO Box?**

No, unfortunately our preferred carriers do not offer PO Box delivery as a service.

#### **When will I know that my order has been dispatched?**

We will send you an email and will provide you with a tracking number at that time.

#### **How long will it take to receive my order?**

Shipping times vary depending on service and may be affected by local custom clearances - please note transit times are beyond our control.

#### **Do I need to be on premises to accept delivery of my order?**

Yes, please ensure that you or a representative are available to sign for the delivery of your order.

#### **What happens if I am not present at time of delivery?**

If the delivery has failed because you were not present, you will receive an attempted delivery card. You will be responsible for arranging re-delivery or collection of the goods and you may be required to pay any associated fees.

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## FREQUENTLY ASKED QUESTIONS

### **What should I do if my package arrives damaged?**

If the package is visibly damaged, please ensure that you sign for the delivery as 'Damaged Shipment'. Ensure you retain all original packaging and documentation, and take photos that clearly show the damage to the product and/or packaging. Please complete a 'Product Claim' form and send to [logistics@rakumba.com](mailto:logistics@rakumba.com) within 7 days of receipt of the goods.

## INSTALLATION

### **Do you offer installation services?**

No, this is not a service that we provide. Our products will need to be installed by a licensed electrician. We provide installation guides with all of our standard products and we may also be able to provide remote or onsite guidance as required.

### **How do I install my product?**

Our products are provided with an installation and care guide. Our products need to be installed by a qualified electrician, following the installation guide to ensure product warranty is valid. If an installation guide is not provided and is needed by the electrician, please contact our Sales Team at [sales@rakumba.com](mailto:sales@rakumba.com) for assistance.

### **What should I do if there is a problem installing my light?**

Please contact our Sales Team at [sales@rakumba.com](mailto:sales@rakumba.com) for assistance.

## WARRANTY POLICY

### **What is your warranty policy?**

Most of our products come with a 24 month, back to base warranty, effective from the date of supply. Fabric and timber items have a 12 month warranty. On top of this, manufacturers of components that are used within our products may also offer an additional warranty period, which we will pass on if applicable.

### **What if I have a defect with my product?**

If you find that your product has a defect, please take photos of the defect if possible and complete the 'Product Claim' form. Email completed form to [logistics@rakumba.com](mailto:logistics@rakumba.com).

### **Do I need to send the defective product back to Rakumba?**

In many instances, we may be able to assist remotely. However, in some cases we may require the product returned to us to assess as part of our warranty policy. Please contact our Sales Team at [sales@rakumba.com](mailto:sales@rakumba.com).

### **Can I return a product?**

We are unable to accept returns as all of our products are made to order. For more information, please refer to our Terms and Conditions.

### **What if I change my mind?**

We do not allow return, refund or cancellation of your order if it has already been placed into our production schedule or has been delivered to you - our products are custom made especially for you.