



Karoo Angels Wholesale Terms & Conditions 2024

How to order your Karoo Angels

- * You email your order to nathon@karooangels.co.za. We appreciate if you make use of our Order Form in Excel-format, or even better: Using our online ordering platform. Fast and convenient!
- * You can access our current Catalogues, Price List, Order Form and link to the Online Ordering Platform via karooangels.co.za. Your login details will be emailed to you once you are approved as retailer.
- * When ordering your Karoo Angels, please notice the minimum quantities of 5 of each the different designs, except for the Sarie ranges (3) and Malaika range (2) For first time orders the minimum quantity must be 50 angels.
- * After you have placed your order you will receive a Sales Order Confirmation via email, with estimated time of delivery. A 50% deposit is required as a confirmation of your order, balance to be settled prior to despatch, unless otherwise agreed upon
- * Depending on the order volume and time of the year it will take between 2 - 4 weeks to complete your order. All orders are packed and sent from the Karoo Angels office in Willowmore, where we keep our stock. Shipping costs will be added to your final invoice. Our courier partner is The Courier Guy, but if you prefer, you can of course organise your own shipping/courier. All exports orders will either be couriered to your South African freight agent, or we can organise via our freight partner TUNL, or our shipping agent Siyabonga Freight, based in Cape Town.
- * You are welcome to use the images in our catalogues and on our website in your marketing. Please contact us for password to our online Media archive. We are also very grateful if you acknowledge Karoo Angels in any SoMe-activity — @karooangels #karooangels
- * If you wish to discuss your order or have any questions, please feel free to phone or WhatsApp us at +27 (0)71 396 1856.

Karoo Angels (Pty) Ltd • reg: 2013/098684/07 • VAT: 4510279278 • customs code: 21656069

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Account Name: Karoo Angels (Pty) Ltd • Account No: 62443122487 • Bank Code: 254 005 • FNB - First National Bank • SWIFT: FIRZAJJ

Good to know about our angels before ordering

- * A Karoo angel is a synthesis of nature and the handmade. We use locally sourced ostrich feathers and merino wool, combined with wires, glass beads, raffia, hemp and various ornaments. The angels come with a silver thread for hanging, except for the Juweel angels, which come with hand dyed silk ribbons.
- * The Karoo Angels crafters have more than 15 years experience in making the angels, and together with the rest of the Karoo Angels team we all are extremely proud of being able to offer a high quality product to our clients. Be assured that we do not compromise on our angels - we think our clients deserve only the best!
- * If you look closely at our angels you will soon discover that none of them are identical, even if they have the same name. Perhaps the one has slightly bigger wings than the other, or perhaps the feather dress is a bit longer - or shorter. This is due to the fact that every single Karoo Angel is entirely made by hand. And an ostrich has of course no standardised measurements for its feathers.
- * Every type of angel has its own unique design. Please notice that the beads and ornaments might differ slightly from the angels presented in the catalogue, depending on availability. However, all angels will appear within their specific colour theme.
- * We use color enamelled copper and brass wire that will not tarnish. However, some of the colored copper wire might bleach if exposed over a very long time to intense sun.
- * We package our angels in small re-sealable plastic pouches. Although we strive towards environmental best-practices it is not possible to remove the plastic pouches, because of the angels being handmade and transported in the very dry and dusty Karoo climate, meaning that we need to protect the angels to maintain their quality and exquisite appearance. The ostrich feathers might look a bit flat in the pouches. They need air to unfold - and the longer they are exposed to air, the more fluffy and voluminous the angels will appear. That is one of the reasons why a Karoo Angel has such vintage appeal: It becomes more beautiful and valuable the older it gets.
- * The ostrich feathers are by far the most expensive material component of our angels. For the baba, small and medium sized angels we use feather tufts, stripping the feathers and then assemble them into dresses. To create bigger feather angels we make use of full feathers, This is the reason for the Ameera angels being quite costly.
- * As part of our commitment to use natural and locally sourced materials we purchase all our feathers from CKI - Cape Karoo International - in Oudtshoorn. CKI is one of the world's leading producers of ostrich derived goods – meat, leather and feathers. Being a big player in the highly competitive global market CKI claims that their ethical approach is one of their best competitive forces. You can read about their sustainable ostrich farming practice - notably the Five Freedoms of Farming Practice - here: <https://capekaroo.int.com/sustainable-farming/>.

Did you know that:

- + every year almost 20,000 angels are made at the Angel Factory
 - + the first Karoo Angel - Justine - was created in 2006
 - + the first ostrich feather angel - Levona - was created in 2008