

Nahl Black Label - Corporate Policies

I. Corporate Payment & Deposit Policy

At Nahl Black Label, our suites are highly curated and customized to your exact corporate specifications. To ensure seamless material sourcing and laser-calibration workflows, we operate on a structured payment tier.

- **Small Batch & Sample Orders (1–9 Pieces):** Full payment (100%) is required at checkout to secure prioritized sourcing and manual laser-vectoring setup for your custom pieces.
- **Corporate Volume Orders (10+ Pieces):** A 50% upfront production deposit is required to lock in your order, allocate the raw wood inventory (Deep Walnut or Charcoal-Stained Ash), and initiate the tech-hardware sourcing pipeline. The remaining 50% balance must be settled in full prior to the final dispatch of the completed suites.
- **Live Engraving Events:** To secure our equipment, inventory, and personnel for on-site corporate activations, a 50% non-refundable deposit is required upon contract signing. The final 50% must be paid no later than 7 days prior to the event date.
- **Accepted Payment Methods:** We accept all major corporate credit cards (Visa, MasterCard, Amex) via our secure Shopify checkout, as well as direct corporate Bank Transfers (FAST/PayNow for Singapore-based clients). Orders will only enter the production queue once the deposit or full payment has successfully cleared.

II. Shipping & Fulfillment Policy

Due to the substantial weight and premium nature of our solid wood valet trays and vaults, our fulfillment logistics are strictly managed to ensure your gifts arrive in pristine, presentation-ready condition.

- **Standard Corporate Lead Times:** Upon receiving your 50% deposit and final approval of the digital engraving mockup, standard production and delivery take approximately 3 to 4 weeks. This accommodates the precise laser etching of either your Corporate Minimalist logo or the Executive Signature Cathalia typography.
- **Small Batch Prioritization (1–9 Pieces):** Sample and small batch orders automatically trigger prioritized air-freight logistics and accelerated manual setup.
- **Weight & Handling Logistics:** The Prestige Vault suites (Monsoon Executive, Global Strategist, and Boardroom Ritual) feature our heavy Charcoal-Stained Ash Wood. These require specialized freight handling. Delivery is calculated as a single-location drop-off to your corporate headquarters.
- **Individual Drop-Shipping:** If you require individual suites to be couriered directly to a recipient's residential address or hotel, this must be arranged during the quoting phase and will incur an additional white-glove courier fee per address.

III. Refund, Return & Quality Assurance Policy

Every Nahl Black Label suite is a bespoke commission. Because our Deep Walnut and Charcoal-Stained Ash wooden boxes are permanently laser-engraved with your corporate branding or recipient names, standard retail return policies do not apply.

- **Strictly Non-Refundable Custom Goods:** Once a 50% deposit has been paid and production (including laser calibration) has commenced, the order cannot be canceled, and the deposit is non-refundable. Completed customized suites cannot be returned or exchanged.
- **The Sample Conversion Rebate:** If you purchase a single sample suite at our Tier 1 pricing (1-9 pieces) and subsequently place a volume order of 30+ pieces within 30 days, 100% of the price difference between the sample tier and the bulk tier will be automatically credited to your final bulk invoice.
- **Hardware Guarantee & Replacements:** We stand by the quality of our integrated tech items, including the Square Walnut Wireless Chargers and Premium Global Travel Adapters. If any internal hardware is found to be defective upon unboxing, you have a 7-day window from the date of delivery to report it. We will dispatch a 1-to-1 replacement for the defective item immediately at no additional cost.
- **Transit Damage:** In the rare event that a wooden box is structurally damaged during transit to your corporate office, please photograph the damage and contact us within 48 hours. We will prioritize the remanufacturing and replacement of the damaged unit.