



KAROO

TAXIDERMY

Creating lasting impressions since 1998

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Reg. Nr. 2002/037954/23
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Dear Valued Karoo Taxidermy Client

Please give me an opportunity to thank you for your consideration using Karoo Taxidermy to process your valued hunting trophies. Please be assured of our best service and quality workmanship at all times.

Explained hereunder is a short explanation of the taxidermy process and procedures taken to successfully process your order from the time Karoo Taxidermy receives your trophies until they are delivered to your residence.

RECEIVING YOUR TROPHIES:

As per arrangement between Karoo Taxidermy and your outfitter, Karoo Taxidermy will either collect your trophies at your outfitters trophy preparation facility or your outfitter will deliver your trophies to our facility.

TAXIDERMY ORDERS:

On arrival at our premises your trophies will be booked into our Taxidermy Logistic System, (the TLS) which is our custom made production software system. As soon as your order has been captured on the TLS, a Karoo Taxidermy communication staff member will forward you a quotation and request other necessary information like trophy instructions and direction, etc.

A client confirms a Taxidermy order by providing all necessary instructions and putting down a 50% deposit. After receipt of your instructions, a Karoo Taxidermy communication clerk will forward you your itemised Taxidermy Invoice which will include our banking details. All the necessary information required for as electronic wire transfer will be on the invoice. You do not need to place a 50% deposit when we receive your trophies. You can make the deposit once you are back home. Please note that your delivery date will be calculated from the time we have received both your instructions and the 50% deposit.

Methods of payments are as follow: Electronic Wire Transfer (preferred!) Cash, Travellers Cheques, and Credit Card. **NO CHEQUES PLEASE.**

Internet banking is not possible as your bank needs a written instruction to transfer the funds. In the case of travellers cheques, please make sure your own name and address reflects on the Travelers Cheques provided.

After the receipt of confirmation (i.e. Deposit & Instructions) the trophies will be put into production to be completed in around 8 to 10 months. The client will receive progress updates by email every 6 weeks from a Karoo Taxidermy communication staff member to keep you informed about the progress of your order.

SHIPPING TAXIDERMY TROPHIES:

In terms of your fully processed Taxidermy trophies, the trophies will be crated and the crate sizes will be submitted to three reputable shipping agents in order to get the best shipping quote to your closest port of entry. The shipping cost and the final taxidermy payment will be forwarded to you for review. The final payment on your taxidermy work and the shipping costs are payable to Karoo Taxidermy unless you are informed not to. Making one payment will save you banking fees. The shipping agent will bill Karoo Taxidermy for the shipping costs incurred from South Africa to your closest Port of Entry or as indicated on the shipping invoice.

As soon as your final taxidermy payment and your shipping bill have been settled your trophies will be released to the shipping agent to be shipped to your designated clearing agent (or customs broker) at the applicable Port of Entry. If you do not have a designated clearing agent, Karoo Taxidermy will appoint a reputable clearing agent on your behalf. The clearing agent will contact you in order to obtain a Power of Attorney from you and to obtain other relevant information. The client will be responsible for the clearing fees at the Port of Entry and delivery charges if necessary.

DIP & PACK TROPHIES (DIP & SHIP):

Karoo Taxidermy provides a full Dip & Pack service to clients preferring to have their trophies prepared by their local taxidermist.

All Dip & Pack shipments to the USA: Dip & Pack shipments can only be sent to a USDA approved facility like a USDA approved taxidermy or tannery. See <https://vsapps.aphis.usda.gov/vsps/public/AEsearch.do?method=unspecified>.

A client confirms a Dip & Pack order by confirming that the items reflected on the invoice are complete and by settling full payment in advance.

Methods of payments are: Electronic Wire Transfer, Cash, Travellers Cheques, and Credit Card. **NO CHEQUES PLEASE.** Internet banking is not possible as your bank needs a written instruction to transfer the funds. In the case of travelers cheques, please make sure your own name and address reflects on the Travelers Cheques provided. After the receipt of confirmation (i.e. confirming all items to be complete and the full payment) the trophies will be put into production to be completed in around 3 months. The client will receive progress updates by email every 6 weeks from a Karoo Taxidermy communication staff member to keep you informed about the progress of the order.

SHIPPING DIP & PACK TROPHIES:

After the completion of your trophies, we will deliver your Dipped & Packed trophies to the designated shipping agent in South Africa. The shipping agent will contact you in regard to the shipping bill and to confirm relevant information. The shipping agent will send the crate with your trophies and all the necessary legal and export documentation to your designated clearing agent (customs broker) at the appropriate Port of Entry. If you do not have a designated clearing agent, the shipping agent will appoint a reputable clearing agent on your behalf. The clearing agent will contact you in order to obtain a Power of Attorney from you and to obtain other relevant information. The client will be responsible for the clearing fees at the Port of Entry and delivery charges if necessary.

CLEARING AGENTS:

Your local Clearing agent (Customs Broker) will clear your trophies with your country's Customs Department, Conservation Body, and Veterinary Department in order to conclude the legal importation of your sport hunted trophies.

CITES PERMITS

Cites Import permits are the responsibility of the client. Please note that Cites Import permits are only valid for 1 year. Please contact your local conservation body to apply for CITES Import permits. Your clearing agent can also assist you in applying for CITES Import permits. A copy of the CITES Import permits will have to be faxed to Karoo Taxidermy in order to obtain a valid CITES Export permit from South Africa. The original will be requested by your Clearing Agent when clearing your trophies in your country. Copies of CITES Import permits are to be faxed to Karoo Taxidermy in order to re-apply for CITES Export permits. Karoo Taxidermy will apply for all CITES Export permits.

IMPORTATIONS FROM AFRICA:

The client is responsible for the Dip & Pack and documentation fees in the applicable country outside South Africa. This is normally payable after your hunt or before the trophies are released to be shipped to South Africa. Importation fees (Shipping costs, Documentation fees, Irradiation Fees and Delivery fees to Karoo Taxidermy) are to be paid in full with the taxidermy deposit.

PAYMENTS TO KAROO TAXIDERMISTRY:

Please note that funds have to be transferred in the currency stated on your invoice and to the account stated on the invoice. All Credit Card payments will be subjected to a 5% transaction fee. Please do not transfer the funds in South African Rands. Internet Transfers are not acceptable as your bank requires a written instruction to transfer funds to a foreign country.

Sincerely yours,

Frank Gentry and the Karoo Taxidermy team