

Terms & Conditions – Uniquely Personal Shop



1. Introduction

These Terms & Conditions govern all purchases made from Uniquely Personal. By placing an order, you agree to be bound by these terms.

2. Personalisation & Order Details

- Customers are responsible for ensuring that all personalisation details (e.g., names, dates, messages) are **spelt correctly** and submitted accurately at the time of ordering.
- Once an order is confirmed, changes **cannot be guaranteed** due to the production process
- The design, colour, and layout may vary slightly from the product images shown, as each item is custom-made.
- By providing images for printing, you represent and warrant that you hold all necessary rights, licenses, and permissions to use and reproduce such images. We accept no liability for any copyright infringement or intellectual property violation arising from the use of the images you supply.

3. Pricing & Payment

- Prices for products as displayed on our website are subject to change without notice.
- Payment is required in full at the time of placing an order.
- All prices are inclusive of applicable Value Added Tax (VAT).
- We accept EFT only.

- **Our baking details are:**

Bank - Nedbank

Bank Type - Cheque

Account Number - 1284666484

Branch Code - 198765

4. Production & Delivery

- Production times may vary depending on the product and order volume. We will provide an estimated production time at the time of order placement.
- We currently accept orders nationwide. Deliveries outside of Gauteng may take longer.
- Delivery dates are estimates and not guaranteed.
- We are not liable for delays caused by third-party couriers or incorrect delivery information provided by the customer.

5. Refund & Return Policy

5.1 Personalised Items

- Due to the custom nature of personalised products, **we cannot offer refunds or exchanges** for change of mind or errors in the personalisation provided by the customer.
- Refunds or replacements will only be issued if:
 1. The product arrives damaged or defective (a decision will be made on the refund terms); or
 2. There is a mistake in the personalisation caused by us.

5.2 Non-Personalised Items

- Standard refund and return rights apply to non-personalised items.
- Returns must be requested within **72 hours+** of delivery, and items must be unused and in original packaging.

5.3 Process for Refunds & Replacements

- Customers must contact us within **48 hours** of receiving their order, providing:
 - Order number
 - Clear photographs of the item and any defects/damage within **48 hours of delivery**
- Approved refunds will be processed within **5–7 business days** to the original payment method. A percentage fee will apply for production.
- Customers will be required to provide valid proof of banking details, such as an official bank statement or a stamped letter from their bank. This documentation must clearly display your name, the bank's name, and the account number to which the refund will be issued. Refunds cannot be processed until this verification has been completed.

6. Cancellations

- Orders can only be cancelled within **12 hours** of purchase. After this, production may have begun, and cancellation will not be possible.

7. Limitation of Liability

- We are not liable for indirect or consequential loss arising from delays, defects, or errors.

8. Copyright

- All content displayed on our website and incorporated in our products, including but not limited to designs, logos, and images, is protected by copyright and other applicable intellectual property laws. You may not copy, reproduce, distribute, or otherwise use any such intellectual property without our prior written consent