

Terms and Conditions

Last Updated: 17/08/2024

Welcome to Standa. You, Class and Elegance, go together!

These Terms and Conditions govern your use of our website **www.standa.site**, our online store, and the services we offer, including interior design and custom clothing (“Services”). By accessing or using our Site or Services, you agree to these Terms. Please read them carefully.

1. Definitions

- “User,” “you,” “your”: The individual or entity accessing or using the Site or Services.
- “Products”: Items sold through our online store, including custom clothing and design items.
- “Services”: Includes interior design services and custom clothing design provided by us.

2. Online Store

2.1 Products

- Product Information: We strive to provide accurate descriptions, images, and pricing for our Products. However, we do not guarantee the accuracy, completeness, or reliability of any Product information on the Site.
- Availability: Product availability is subject to change. We reserve the right to limit the quantity of Products purchased or to discontinue any Product without notice.

2.2 Orders

- Placing an Order: By placing an order, you offer to purchase Products subject to these Terms. We may accept or reject your order at our discretion.
- Order Confirmation: After placing an order, you will receive an order confirmation email and/or text. This does not guarantee acceptance of the order, which is confirmed only upon shipment.

2.3 Payment

- Payment Methods: We accept payments through various methods specified on the Site. You agree to provide accurate payment information and authorize us to charge the applicable amount.

- Charges: All charges are in Rands and include any applicable taxes and shipping fees.

2.4 Shipping and Delivery

- Shipping Costs: Shipping costs will be calculated based on your location and the shipping method selected.

- Delivery Time: Estimated delivery times are provided on the Site but are not guaranteed. We are not responsible for delays caused by third-party carriers.

- Risk of Loss: Risk of loss or damage to Products passes to you upon delivery.

Return Policy

Thank you for shopping with us at Standa. We want you to be completely satisfied with your purchase. Please review our return policy below to understand the terms and conditions for returning items.

1. General Return Policy

- Eligibility: Items may be returned within 15 days from the date of delivery, provided they meet the criteria outlined in this policy. To be eligible for a return, items must be unused, in their original condition, and with all original packaging, tags, and labels intact.

- Non-Returnable Items: Certain items are non-returnable, including but not limited to:

- Custom or personalized products

- Perishable goods

- Gift cards

- Downloadable software or digital content

- Items bought on sale

2. Return Process

- Initiating a Return: To initiate a return, please contact our customer service team at standa0777@gmail.com or +27682478472. Provide your order number, item(s) you wish to return, and the reason for the return.

- Return Authorization: We will issue a Return Authorization (RA) number and provide instructions on how to return the item. Returns sent without an RA number may not be accepted.

3. Return Shipping

- Shipping Costs: Return shipping costs are generally the responsibility of the customer unless the return is due to a mistake on our part (e.g., incorrect or defective item). In such cases, we will provide a prepaid return shipping label.
- Packaging: Items should be returned in their original packaging. Please ensure that the item is securely packaged to prevent damage during transit.

4. Refunds and Exchanges

- Refunds: Once we receive and inspect your returned item, we will process your refund to the original payment method. Please allow 5 business days for the refund to appear in your account. Shipping costs are non-refundable.
- Exchanges: We do not offer direct exchanges. If you wish to exchange an item, please return the original item for a refund and place a new order for the replacement item.

5. Defective or Incorrect Items

- Defective Items: If you receive a defective or damaged item, please contact us immediately at standa0777@gmail.com or +27682478472. We will arrange for a replacement or refund and cover the return shipping costs.
- Incorrect Items: If you receive an item that is different from what you ordered, please contact us within 3 days of receipt. We will provide instructions for returning the incorrect item and send the correct item at no additional cost.

6. Refund Processing Time

- Processing Time: Refunds are processed within 2 business days after we receive your returned item. Please note that your bank or credit card provider may take additional time to process the refund.

7. Changes to Return Policy

We reserve the right to update or modify this return policy at any time. Any changes will be posted on our website with an updated effective date. Your continued use of our Site or Services constitutes acceptance of the revised policy.

3. Interior Design Services

3.1 Consultation

- Initial Consultation: Initial consultations may be provided at no charge or for a fee, as detailed on the Site.
- Scope of Work: The scope and details of the interior design services will be outlined in a separate agreement or proposal. Any modifications may incur additional charges.

3.2 Project Management

- Timelines: Project timelines will be established in the agreement. Delays caused by you, or third parties may affect the project schedule.
- Access and Information: You agree to provide timely access to your property and accurate information necessary for the completion of services.

3.3 Payment

- Fees: Payment terms for interior design services will be detailed in the agreement. A deposit may be required before commencing work.
- Additional Costs: Any additional costs or changes in the scope of work will be communicated and require your approval.

4. Custom Clothing

4.1 Ordering

- Design Specifications: Custom clothing orders will be based on the specifications you provide. Review all details carefully before finalizing your order.
- Order Confirmation: A confirmation will be provided outlining the specifics of your custom order.

4.2 Production and Delivery

- Production Time: Custom clothing production times are estimates and may vary based on complexity and volume. We will provide updates as necessary.
- Alterations: Alterations may be required. Additional charges may apply for any changes not included in the original order.

4.3 Cancellations and Refunds

- Cancellations: Custom orders cannot be cancelled once production has begun. Please review your order carefully before confirming.
- Refunds: Refunds for custom clothing are generally not available except in cases of defect or error on our part.

5. Intellectual Property

- Ownership: All content on our Site, including but not limited to designs, logos, and text, is owned by Standa or its licensors.
- Use of Content: You may not use, reproduce, or distribute any content from our Site without prior written consent.

6. Limitation of Liability

- Disclaimer: Our Site and Services are provided “as is” without warranties of any kind, either express or implied. We do not guarantee the accuracy or reliability of the Site or Products.
- Liability: To the fullest extent permitted by law Standa is not liable for any indirect, incidental, or consequential damages arising from your use of the Site or Services. Our liability is limited to the amount paid by you for the specific Product or Service.

7. Indemnification

You agree to indemnify and hold harmless Standa and its affiliates from any claims, losses, liabilities, or expenses arising from your use of the Site or Services, or any violation of these Terms.

8. Governing Law and Dispute Resolution

- Governing Law: These Terms are governed by the laws of Western Cape, South Africa, without regard to its conflict of law principles.
- Dispute Resolution: Any disputes arising from these Terms will be resolved in the courts located in Western Cape, South Africa. You agree to submit to the personal jurisdiction of these courts.

9. Changes to Terms

We may update these Terms from time to time. Any changes will be posted on this page with an updated effective date. Your continued use of the Site or Services after such changes constitutes acceptance of the revised Terms.

10. Contact Us

If you have any questions about these Terms, please contact us at:

Standa

Standa0777@gmail.com

+27681478472