Contact Number: 068 912 6438
Email: info@inspiredbydt.co.za
Website: www.inspiredbydt.co.za

# Refund & Returns Policy

## 1. Scope

This policy covers standard unbranded catalogue products, custom-branded/personalised products and defective or incorrectly supplied goods bought from Inspired by DT. Statutory consumer rights always prevail.

## 2. Voluntary 14-day unbranded returns

We accept requests to return eligible standard, unbranded goods within 14 calendar days after delivery for a change of mind. Items must be unused, unaltered, in resaleable condition and, where reasonably possible, in original packaging with accessories.

Contact info@inspiredbydt.co.za with the order number and item details before sending a return. Unless a legal cooling-off right or our error applies, customers pay the direct return courier cost; any original delivery charge is refunded only where required by law or expressly agreed. We inspect returned goods and explain any proposed refusal.

## 3. Statutory online cooling-off

For qualifying electronic transactions, section 44 of the Electronic Communications and Transactions Act allows cancellation without reason within seven days of receiving goods (or seven days after concluding a service agreement), subject to statutory exceptions. Only the direct cost of returning goods may be charged, and the statutory refund is made within 30 days of cancellation. The voluntary 14-day offer does not reduce this right.

## 4. Custom-branded and personalised products

Goods made to customer specifications, printed, embroidered, engraved or otherwise clearly personalised are not eligible for voluntary change-of-mind returns after production. They may also fall within the statutory online cooling-off exception. However, defective goods, incorrect supply and other statutory rights remain fully enforceable. Approval of artwork does not waive rights regarding faulty workmanship or goods not matching the agreed specification.

## 5. Faulty, unsafe or incorrect products

If goods are defective, unsafe, fail statutory quality standards or are materially different from what was ordered, contact us with an order reference, explanation and photographs where available. Under the Consumer Protection Act's implied warranty, qualifying consumers may return non-compliant goods within six months of

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delivery without penalty and at our risk and expense, and choose repair, replacement or refund as provided by law. Other rights may apply beyond this period or in specific circumstances. We will arrange appropriate inspection and collection without imposing unlawful charges.

**6. Refund process**

Once a refund is approved or legally due, we process it to the original payment method wherever possible, including through PayFast where supported. If this is unavailable, we will agree a secure alternative with the customer. Banking and payment-provider processing times may vary; mandatory statutory deadlines are observed. No refund processing fee is deducted where prohibited by law.

**7. Return procedure and contact**

Email info@inspiredbydt.co.za with the order reference, item, reason and preferred remedy. Do not send items to an unconfirmed address; we will provide return or collection instructions. We acknowledge requests and communicate the next steps within a reasonable period. Effective 18 November 2026.

Customer service: info@inspiredbydt.co.za | Website: https://www.inspiredbydt.co.za | Country: South Africa