



## Terms and Conditions of Sale

### 1. Introduction

Welcome to Crispy Apple, your trusted online t-shirt printing business. By placing an order with us, you agree to the following terms and conditions:

### 2. Product Selection

- **Client Responsibility:** It is the client's responsibility to ensure that the correct style, color and size of the garments are correctly selected before placing an order.
- **No Returns:** Due to the customized nature of our products, we do not accept returns. All sales are final.

### 3. Order Processing

- **Order Confirmation:** Once an order is placed, a confirmation email will be sent to the client. Please review all order details carefully.
- **Customization:** All t-shirts are customized as per the client's specifications provided during the order process.

### 4. Payment Terms

- **Payment Methods:** We accept various payment methods including credit cards, debit cards, and online payment gateways.
- **Payment Timing:** Full payment is required at the time of order placement.

### 5. Shipping Terms and Conditions

- **Shipping Method:** We use reputable courier services to deliver our products.
- **Shipping Time:** For standard orders, the Company's lead times will commence on the date and time that we receive all signed off approvals of the artwork and payment of the funds are cleared. Our standard lead time is 5-7 working days.
- **Shipping Costs:** Shipping costs are calculated based on the delivery location and will be added to the total order cost at checkout.
- **Delivery Address:** It is the client's responsibility to provide an accurate delivery address. We are not responsible for lost or undelivered packages due to incorrect addresses.

### 6. No Returns Policy

- **Final Sale:** All products are final sale due to their customized nature.
- **Order Errors:** In the event of an error on our part (e.g., incorrect printing), please contact our customer service within 7 days of receiving the order for resolution.

## 7. Intellectual Property

- **Client Content:** Clients retain the rights to any designs or logos they provide for printing. However, clients grant us a non-exclusive license to use the provided designs for the purpose of fulfilling the order.
- **Our Designs:** Any designs created by Crispy Apple remain our intellectual property and cannot be reproduced without our consent.

## 8. Artwork

Crispy Apple has made every effort to display as accurately as possible the colors of the Products that appear on our website. Kindly note that actual colors may differ slightly to the images on the website.

- All artwork needs to be print ready (300 DPI). The quality of the print is directly linked to the quality of the artwork. Should the artwork not be print ready we will be in contact with you regarding potential additional charges.
- File formats to be used: PNG or JPEG with transparent backgrounds if required
- Photographic Images: High resolution Vector Format
- All artwork is printed using CMYK format.
- Our maximum artwork capacity is slightly smaller than an A3 size
- Placement of artwork and size of artwork needs to be taken into consideration.

## 9. Cancellation

- If you would like to cancel an order this may be done by emailing the Company on [info@crispy-apple.com](mailto:info@crispy-apple.com) within 24 hours of the order that is placed. Crispy Apple will only provide a refund if the above condition is met; however we reserve the right to retain the transactional fee incurred. No penalty charges will be levied against cancelled orders prior to the above mentioned cut-off time. The Company will, however, be entitled to recover from you the direct cost of recovering the Products.
- If you cancel your payment for any reason or if your Credit Card should cease to be valid for whatever reason, you will nevertheless be bound to pay to the Company the full purchase price, including all costs incurred by the Company in respect of any Products already delivered to you, and which you have not returned to the Company as set out above.
- Without prejudice to any other rights or remedies in law, the Company shall be entitled to cancel forthwith any sale and/or your registration if you should breach any of your obligations.

## 10. Replacement Products and Refund

- No penalty charges will be levied against cancelled orders prior to the aforementioned cut-off time. The Company will, however, be entitled to recover from you the direct cost of recovering the Products.
- The Company will only accept a return of an order in circumstances where the Products are unbranded and returned to the Company in their original condition together with the packaging within 10 (ten) days after delivery to you, and provided the Products have not been used or otherwise altered in any way whatsoever.
- You may return a Product, at your cost, to Crispy Apple provided you have the original invoice/proof of purchase.
- Should the Company supply the incorrect Product or if the Product supplied is damaged, the Client shall notify the Company within 24 hours of receiving the goods. Errors and omissions will not be corrected if the Company is not informed within the required 24 hours of receipt of the product. The Company shall exchange the Product with a replacement, provided that the damaged or incorrect unit is returned in its original packaging within 10 days of the delivery of the Product to you. The Company will replace any damaged or incorrect Product with a replacement Product within a reasonable amount of time. In the case of refunds (to be assessed on a case by case bases), any monies due to you will be paid back into the bank account provided to us (less the transaction cost). Any garment to be returned for replacement should not have been washed or worn. These regulations are stipulated by the manufacturers of our garments.

## 11. Limitation of Liability

- **Product Use:** Crispy Apple is not liable for any damages resulting from the use of our products.
- **Order Fulfillment:** We are committed to delivering high-quality products and services, but our liability is limited to the replacement of any product not meeting our quality standards.

**12. Governing Law** These terms and conditions are governed by and construed in accordance with the laws of the Republic of South Africa and any disputes will be decided only by the courts of the Republic of South Africa.

**13. Contact Information** For any questions or concerns regarding your order, please contact us at [info@crispy-apple.com](mailto:info@crispy-apple.com)

**Client Acknowledgment** By placing an order, you acknowledge that you have read, understood, and agree to these terms and conditions.

**Crispy Apple, East London, South Africa, 5200, [info@crispy-apple.com](mailto:info@crispy-apple.com)**