

TERMS AND CONDITIONS

1. Introduction

1.1 Welcome to MaDe Product ("Company," "we," "our," "us"). These Terms and Conditions govern your use of our website and purchase of our products. By placing an order, you agree to be bound by these terms.

2. Products and Orders

2.1. All products are subject to availability. We reserve the right to limit quantities and discontinue items at our discretion.

2.2. Orders are considered accepted only upon confirmation from us.

2.3. Prices are subject to change without prior notice.

3. Payment Terms

3.1. Payments must be made in full before dispatch.

3.2. We accept all payment methods through PayFast (excluding Diners Club) and direct EFT payments.

3.3. We use secure third-party payment providers, and we are not responsible for any security breaches beyond our control.

4. Shipping and Delivery

4.1. Delivery times are estimates and may be affected by unforeseen circumstances.

4.2. Risk of loss or damage passes to the buyer once the order has been dispatched.

4.3. Courier insurance is available for an additional charge and covers loss or damage during transit, at the client's request.

5. Returns and Refunds Policy

5.1. You may return products within 5 days of receipt if they are defective or incorrect.

5.2. To initiate a return, contact us at sales@madeproduct.co.za with proof of purchase.

5.3. Returned items must be unused, not damaged, sealed and in original packaging, and include all accessories

5.4. Refunds are processed within 3 days of receiving the returned product and are issued via the original payment method.

5.5. Shipping costs for returns are the responsibility of the customer unless the return is due to an error on our part.

6. Replacement Policy

6.1. If an item is damaged upon arrival, notify us within 5 days with photographic evidence.

6.2. Replacements are subject to stock availability.

6.3. If a replacement is unavailable, we may offer an alternative product or a full refund.

7. Legalities of Buying

7.1. You must be of legal age to purchase our products.

7.2. By placing an order, you confirm compliance with all applicable local laws.

7.3. We reserve the right to refuse service to anyone for any reason.

8. Limitation of Liability

8.1. We are not liable for indirect, incidental, or consequential damages arising from the use of our products.

8.2. Our liability is limited to the amount paid for the product in question.

9. Privacy Policy

9.1. We collect personal data in accordance with our Privacy Policy, which can be accessed on www.madeproduct.co.za.

10. Amendments

10.1. We reserve the right to update these Terms and Conditions at any time.

By purchasing from us, you acknowledge and agree to these Terms and Conditions. For any queries, please contact us at 064 530 6282.