

Terms and Conditions

Grace and Glory Designs

Effective Date: May 2026

Welcome to Grace and Glory Designs.

By placing an order with us, you agree to the following Terms and Conditions.

1. General

Grace and Glory Designs provides custom-made and personalised products.

We reserve the right to update or modify these Terms and Conditions at any time without prior notice.

2. Orders and Payments

- Full payment required before production begins.
- Orders will only be processed once payment reflects.
- Prices are subject to change without prior notice.
- Quotes are valid for 7 days unless otherwise stated.

3. Custom and Personalised Products

- Customers are responsible for ensuring all spelling, names, dates, sizes, and artwork details submitted are correct.
- Mock-ups or proofs must be approved for personalised products where applicable.
- Once approval is given, Grace and Glory Designs will not be held responsible for errors approved by the customer.

4. Production and Turnaround Times

- Production times vary depending on the product and order quantity.
- Estimated turnaround times are provided as a guideline and may change during busy periods.
- Delays caused by suppliers, couriers, power outages, or unforeseen circumstances are beyond our control.

5. Shipping and Collection

- Courier fees are charged separately unless otherwise stated.
- Risk passes to the customer once the order has been handed over to the courier.
- Customers collecting orders must inspect items upon collection.

6. Returns and Refunds

- Due to the personalised nature of our products, no refunds or exchanges will be given on customised items unless the item is defective or incorrect due to our error.
- Any issues must be reported within 24 hours of receiving the order.
- Proof of damage or defect may be required.
- We will not be responsible for goods damages or lost during courier transport

7. Artwork and Intellectual Property

- Customers confirm they have permission to use any logos, images, or designs submitted for printing.
- Grace and Glory Designs will not be liable for copyright or trademark infringement relating to customer-supplied content.
- All original designs, mock-ups, branding, and artwork created by Grace and Glory Designs remain our intellectual property unless otherwise agreed in writing.

8. Colours and Product Appearance

- Colours may vary slightly due to screen settings, printing processes, and material differences.
- Handmade and engraved items may contain slight variations that make each product unique.

9. Cancellations

- Orders cancelled after production has started may not qualify for a refund.
- Custom orders already designed or produced will incur costs for work completed.

10. Limitation of Liability

Grace and Glory Designs shall not be held liable for:

- Indirect or consequential losses;
- Delays beyond our control;
- Customer errors in approved artwork or information provided.

Our maximum liability shall not exceed the amount paid for the product or service.

11. Stock Availability

- All products are subject to stock availability.
- While we strive to keep stock information accurate, availability may change without notice.
- In the event that an item or material is out of stock, Grace and Glory Designs reserves the right to:
 - Offer a similar alternative;
 - Adjust turnaround times; or
 - Provide a refund for unavailable items.
- Customers will be notified as soon as possible regarding any stock shortages or delays affecting their order.
- Certain colours, styles, or materials may vary depending on supplier availability.

12. Apparel Sizes

- Customers are responsible for selecting the correct apparel size when placing an order.
- Size charts are available upon request and should be reviewed carefully before confirming an order.
- Due to the customised nature of printed and personalised apparel, exchanges or refunds will not be provided for incorrect size selections made by the customer.
- Actual garment measurements and fit may vary slightly depending on the brand, style, and material used.
- Grace and Glory Designs cannot guarantee exact colour shades or fabric textures across different apparel suppliers and batches.


13. Privacy

Customer information is used solely for processing orders and communication purposes. We do not sell or share personal information with third parties except where necessary for delivery services.

14. Contact Information

For any questions regarding these Terms and Conditions, please contact:

Grace and Glory Designs

 084 401 2760

www.graceandglory.co.za

admin@graceandglory.co.za

By placing an order, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.