

Terms and Conditions

for

Sinahs & Saynts

General

1. Order Acceptance: All orders placed through social media platforms or our official website are subject to acceptance by Sinahs & Saynts. We reserve the right to refuse or cancel an order for any reason, including but not limited to stock availability, pricing errors, or suspicion of fraudulent activity.

2. Product Information: We strive to provide accurate product descriptions and images; however, variations may occur in colour, scent, and appearance due to the handmade nature of our candles. By placing an order, you acknowledge and accept these potential variations.

3. Payment: Payment for orders must be made in full at the time of purchase. We accept payment through online payments via our website and bank transfers into our bank account. Bank Account details are shared on every invoice. You also have the option of requesting a payment link

4. Shipping: We aim to fulfil and ship orders promptly, typically within 3-5 business days. Shipping times may vary depending on the destination. We are not liable for delays caused by shipping carriers or customs procedures.

5. Returns and Exchanges: Due to the nature of our products, we do not accept returns or exchanges unless the item received is damaged or defective. Customers must notify us of any issues within 2 days of receiving the order, accompanied by photographic evidence.

6. Intellectual Property: All content, including but not limited to logos, product images, and website content, are the property of Sinahs & Saynts and are protected by copyright laws. Reproduction or unauthorised use of any content is strictly prohibited.

7. Social Media Orders: Orders placed through social media platforms, including but not limited to Instagram and Facebook, are subject to the same terms and conditions as orders placed through our website. By placing an order via social media, you agree to abide by these terms and conditions.

8. Privacy Policy: We respect your privacy and are committed to protecting your personal information. Our privacy policy outlines how we collect, use, and safeguard your data. By placing an order, you consent to the collection and use of your information as described in our privacy policy.



9. Limitation of Liability: In no event shall Sinahs & Saynts, its owners, employees, or affiliates be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the use of our products or services.

10. Governing Law: These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of South Africa, without regard to its conflict of law provisions.

11. Changes to Terms: We reserve the right to update or modify these terms and conditions at any time without prior notice. Changes will be effective immediately upon posting on our website or social media platforms.

Personalised Orders

1. Customised Orders: All personalised candle orders are custom-made according to the specifications provided by the customer. We reserve the right to decline orders that contain inappropriate or offensive content.

2. Intellectual Property: By submitting your personalised design or content for the candle, you confirm that you have the legal right to use any logos, images, or text included in the design. You also grant us the right to reproduce, modify, and distribute the design for the purpose of fulfilling your order and showcasing it on our website and social media channels.

3. Display and Promotion: We may showcase personalised candle orders on our website, social media accounts, and marketing materials as examples of our work. By placing an order, you consent to the use of images of your personalised candle for promotional purposes without any compensation.

4. Privacy: We respect your privacy and will not share any personal information associated with your order without your consent. However, by submitting a personalised design, you acknowledge that it may be visible to other users on our website or social media platforms.

5. Quality Assurance: While we strive to accurately reproduce personalised designs, slight variations may occur due to the handmade nature of our products. By placing an order, you accept that the final product may differ slightly from the digital preview.

6. Cancellation and Refunds: Personalised candle orders are non-refundable once production has begun. Cancellations are only accepted within 24 hours of placing the order. In the event of a cancellation, a cancellation fee may apply.

7. Customer Satisfaction: We are committed to providing a high level of customer satisfaction. If you encounter any issues with your personalised candle order, please contact us promptly, and we will do our best to resolve the issue to your satisfaction.



By placing an order including personalised scented goods with Sinahs & Saynts, you acknowledge that you have read, understood, and agree to abide by these terms and conditions.

For any inquiries or clarification regarding these terms and conditions, please contact us at sinahsandsayntsinc@gmail.com or +27 64 068 6571

