

ONLINE STORE

The House of Finesse online store forms part of this website. Purchases made through this online store are subject to the terms and conditions that govern use of this website (stated here) as well as a sub-set of e-Commerce Terms and Conditions (“e-commerce terms”), which are laid out below:

GENERAL

When you confirm a purchase with us, legal obligations arise and your right to refunding of monies (whether charged to your credit card or in any other way paid), is limited by our terms & conditions. You must not make any purchase through this website unless you understand and agree to all of our terms and conditions.

Once payment is made for a purchase, it is deemed that you have read and understood these terms and conditions for such a purchase. If you have any queries please contact us before making any purchases on this website.

LOCATION, CURRENCY & PRICING

This website offers the following currency options:

1. South African Rands (ZAR)

No other forms of currency will be accepted.

The default store currency is determined by your physical location (country) when accessing this website. Physical location is determined using GeoIP location software to derive this information from your device’s Internet Protocol (“IP”) address. This website will automatically apply a default currency and default pricing if a user’s physical location (country) cannot be accurately determined.

We reserve the right to alter prices and pricing configuration without prior notice. Prices may differ between countries or territories in consideration of exchange rates and production costs.

SALES TAX

All prices displayed are inclusive of Value Added Tax (“VAT”) at a rate of 15% (or the prevailing rate at the time).

Please note that you may be required by the country in which you receive your order to pay sales tax or customs duties on the order. These fees shall be borne by the purchaser or receiver and not by House of Finesse.

PRODUCT AVAILABILITY

While the providers make every effort to maintain this website, we do not accept any form of liability for incorrectly listed products.

Placing an item in your order basket does not reserve that item or in any way guarantee its availability. Items are sold on a 'first to checkout' basis, meaning that in any instance where more than one user wishes to purchase a specific item, the first user to successfully complete the checkout process is automatically deemed the rightful purchaser.

ONLINE SPECIALS

Each online special is subject to the terms and conditions laid out for each specific special. It is the purchaser's responsibility to enquire upon further details with regards to these terms and conditions, if they are not clearly understood by the purchaser. Once an order has been placed, purchasers become liable for the terms and conditions attached to each unique special.

GIFT VOUCHERS

Under no circumstances will Gift Vouchers purchased online or in-store be redeemed for cash or refunded. All gift vouchers have an expiration period of 12 months after purchase.

ORDER PROCESSING

No order will be processed until the order is confirmed and payment is received in full. Please contact us directly with any queries.

SHIPPING

We make every effort to ensure timely delivery of all orders. We also endeavour to keep our customers up to date on the status of their order(s). Should delivery timelines be affected by unforeseen circumstances that arise, or circumstances that are outside of our control, we will contact you via the email address provided during checkout and provide a revised delivery schedule.

Purchasers should expect a lead time of 5-7 business days for shipping within South Africa, and a lead time of 15-20 business days for international shipping. Shipping timelines are provided by the shipping provider(s) during checkout, while you are placing your order.

CANCELLATION, REFUNDS & RETURNS

Right of Cancellation of Orders The providers fully reserve the right, at their own discretion, to cancel any order or purchase made on this website. In such an event, the providers shall refund, reimburse, or issue a voucher or coupon on that purchase, in whole or in part, as is deemed appropriate under the circumstances.

Erroneous Orders

If an order or purchase from this website is made in error in respect of price and invoicing of product, shipping/delivery, and sales tax, the providers reserve the right to amend or cancel that order or purchase at their own discretion. In such an event, the providers will take reasonable steps, under the circumstances, to rectify the error promptly.

Returns Policy

We take pride in our products and hope that you will be most satisfied with your purchase. If you are not completely satisfied, please consider the options below.

1. Unwanted Products & Exchanges

Products may be exchanged or returned to us by sending the product to our physical address (listed below), provided that all of the following conditions are met: The product: • is undamaged and unused, with the original labelling still attached; • is in its original, undamaged packaging; • is not missing any accessories or parts; • is not listed in Section 3 as ineligible for return; • is returned to House of Finesse within 14 days of purchase (or within 7 days of purchase for products bought on sale). Unless the purchaser wishes to return or exchange the product because it is not what was expected in respect of what could be reasonably inferred from its appearance and description on this website, the cost of sending the product to House of Finesse shall be borne by the purchaser. After 14 days (or 7 days for products bought on sale), a product may only be returned or exchanged if is defective within 3 months of receipt, and where that defect was not brought about through damage caused to the product. In the case of defects, please see Section 5. After inspection and if the product is accepted for return, we will issue a voucher to the value of the product's purchase price, or a refund if preferred. We reserve the right to refuse a return if the product sent to us is in a damaged or unsaleable condition or missing any parts.

2. Products not eligible for return or exchange

The following shall not be eligible for a refund, exchange, or credit: • Cut fabric sold by the metre

(unless the product contains a material defect as described in Section 5) • Products marked “Final Sale”; • Damaged or used products; • Vouchers and coupons.

3. Products damaged on delivery

Should a product be damaged at the time of delivery or collection, please notify us right away by contacting us via our website’s contact page. We will arrange for the damaged product to be collected at no charge, and after we have inspected the product, we will arrange to replace the product as soon as possible, or issue a credit to the value of the purchase price if no replacement is possible, or issue a refund if preferred.

5. Defective Products

A product is deemed defective if a material imperfection or flaw exists in the product’s materials and components or in its manufacture, which makes the product less acceptable than what one would be reasonably entitled to expect. The following will not be regarded as defects and will not entitle the purchaser to a return under Section 5: • Faults resulting from normal wear and tear; • Damage arising from negligence, abuse by the user, or incorrect usage of the product; • Damage arising from electrical power surges or sea air corrosion; • Damage arising from overexposure to sunlight; • Damage arising from failure to adequately care for the product; • Damage arising from alterations made to the product; • Where the specifications of the product, while accurately described on this website, or the intended use of the product, do not suit the purchaser’s own expectations or intended use.

6. Charges

If a product is returned to us, for whatever reason as contemplated in the above sections, but not all products or accessories or parts of the purchase are returned, we reserve the right to refuse the return, or only to replace the item returned, or to estimate the value of the missing goods and issue a credit or refund in respect only of the returned item. Additionally, if a product is returned to us which does not comply with the above sections of this policy, the Providers shall not bear the costs of having the product collected from or returned to the purchaser.

PAYMENT OPTIONS

All transactions are processed in South African Rands (ZAR). The total price of all orders includes VAT and shipping costs.

PayPal

PayPal is a South Africa payments processing service that enables easy, secure and instant transfer of money between online buyers and sellers. The range of payment methods that PayPal enables on this website and a description of each is provided below:

Instant EFT

Instant EFT lets users pay using traditional internet banking with South Africa's six main banks; ABSA, FNB, Standard Bank, Nedbank, Capitec Bank and Investec. The electronic funds transfer (EFT) is instantly verified ("instant EFT"). There are no waiting periods, proof of payment is not required and no financial information is disclosed to us, the merchant (website providers). Please note that you must have an active bank account with one of the six banks listed here in order to use this method.

Credit cards

Credit cards, one of the most widely used online payment methods, allow us to accept both local and international payments, using Visa and Mastercard credit cards.