

Website Policies for Contour Worldwide

1. Terms and Conditions of Sale

Last Updated: January 2026

These Terms and Conditions govern the sale of apparel (including hoodies and t-shirts) by **Sipho Ndala** trading as **Contour Worldwide**.

Agreement of Sale: An agreement of sale only comes into effect if and when a credit card authorization is received from **Yoco** or an EFT reflects in our bank account.

Pricing: All prices are displayed in South African Rand (ZAR). We reserve the right to cancel orders arising from pricing errors caused by technical malfunctions.

Availability: Stock of all goods is limited. Contour Worldwide will make all reasonable efforts to monitor stock levels. Should an item be sold out after an order is placed, we will notify you and offer a full refund.

Delivery: We utilize **The Courier Guy, Pudo, and Aramex** for deliveries. While we strive for timely delivery, we are not liable for delays caused by third-party couriers once the parcel has left our premises in Olifantsfontein.

2. Shipping & Delivery Policy

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Standard Delivery: We offer door-to-door delivery via our preferred courier partners.

Fulfillment Time: Orders are processed within 1–3 business days.

Tracking: Once your order has been dispatched, a tracking number will be sent to **[Customer Email]**.

Risk: Risk in the products shall pass to you or your representative upon delivery at the address provided.

3. Returns & Exchanges Policy

We want you to be satisfied with your purchase. If you are not, you may return your product under the following conditions:

Cooling-Off Period: In terms of the ECT Act, you have a **7-day** window from receipt of goods to cancel your purchase for a full refund (excluding original shipping costs).

Standard Returns: We accept returns within **14 days** of delivery, provided the item is unworn, unwashed, and in its original packaging with all tags attached.

Shipping Costs: For "change of mind" or size exchanges, the **Customer is responsible for the shipping costs** associated with returning the item to us and the cost of sending the replacement.

Defective Goods: If a product is defective (e.g., poor stitching or print damage), we will arrange a collection and replacement at our expense, in accordance with the Consumer Protection Act.

Exclusions: For hygiene reasons, items that have been worn or washed cannot be returned.

4. Privacy Policy (POPIA Compliant)

Contour Worldwide is committed to protecting your personal information in accordance with the **Protection of Personal Information Act (POPIA)**

Information Collected: We collect your name, physical address, email, and phone number for the sole purpose of processing your order and delivery.

Third Parties: Your data is shared only with essential service providers: **Yoco** (Payment Processing) and our couriers (**The Courier Guy, Pudo, Aramex**).

Security: We do not store your credit card details. All transactions are encrypted and handled securely by Yoco.

Your Rights: You have the right to request access to the information we hold about you or ask for its deletion by contacting siphondala@gmail.com.

5. Payment Methods

We accept the following payment methods:

Secure Online Payment: Processed via **Yoco** (Visa and Mastercard).

EFT / Manual Deposit: * **Bank:** TYME Bank

Account Holder: Sipho Ndala

Reference: Please use your Order Number.

Note: Orders will only be processed once funds reflect in our account.

Contact Information

For any queries regarding these policies, please contact:

Owner: Sipho Ndala

Business: Contour Worldwide

Location: Olifantsfontein, Clayville West, Gauteng

Email: siphondala@gmail.com

6. SIZING GUIDE

Tip: We recommend measuring a hoodie or t-shirt you already own that fits you well and comparing it to the measurements below.

Hoodies (Unisex Fit)

Our hoodies are designed for a comfortable, slightly relaxed fit.

Size	Half Chest (cm)	Length (cm)
S	52	68
M	55	70
L	58	72
XL	61	74
2XL	64	76

T-Shirts (Premium Cotton)

Our t-shirts are a standard retail fit.

Size	Half Chest (cm)	Length (cm)
S	48	70
M	51	72
L	54	74

Size	Half Chest (cm)	Length (cm)
XL	57	76
2XL	60	78

How to measure:

Half Chest: Measure across the front of the garment, 2cm below the armpit, from seam to seam.

Length: Measure from the highest point of the shoulder down to the bottom hem.

7. INTELLECTUAL PROPERTY POLICY

All content included on the **Contour Worldwide** website, such as t-shirt designs, hoodie graphics, logos, images, and text, is the property of **Sipho Ndala** and is protected by South African and international copyright laws.

You may not reproduce, duplicate, copy, or sell any portion of our designs or brand identity without express written permission from us.

8. LIMITATION OF LIABILITY

Contour Worldwide and **Sipho Ndala** shall not be liable for any direct, indirect, or consequential damages that result from the use of, or the inability to use, the materials on this site or the performance of the products, even if we have been advised of the possibility of such damages.

While we use high-quality materials, we are not responsible for damage caused by improper garment care (e.g., bleaching, high-heat ironing on prints). Please follow the care instructions on the garment label.