

## **Refund and Returns Policy**

### **Seach Clothing and Printing**

**Website:** <https://seach-prints.com>

**Contact:** [info@seach-prints.com](mailto:info@seach-prints.com)

**Last Updated:** February 10, 2026

### **1. Overview**

At Seach Clothing and Printing, your satisfaction is important to us. This Refund and Returns Policy explains when you can request a refund, reprint, or replacement for orders placed through our website, in line with the South African Consumer Protection Act 68 of 2008 (CPA).

This policy applies to all products and services purchased from us, including custom-printed items, apparel, documents, and other printed materials.

### **2. Custom and Special-Order Products**

Most of our products are **custom-made or printed on demand** according to your specifications (design, size, colors, quantities).

Because these are "**special order**" goods under the CPA, they generally **cannot be returned for a refund** simply because you change your mind, choose the wrong size, or no longer want the items once production has started.

However, you may still have rights to a repair, replacement, or refund in cases of **defect, damage, or non-conformity** as described below.

### **3. Reporting Issues and Timeframes**

To qualify for a refund, reprint, or replacement:

- You must notify us of any problems **within 2–7 calendar days** of receiving your order (we recommend **within 2 days** for print quality issues).
- You must provide **proof of purchase** (order number, receipt, or invoice).
- You must provide **clear photos** and a description of the issue.
- Where required, you may need to **return** the affected items for inspection.

Issues reported after a reasonable period may not be eligible for remedies, especially if the products have been used, washed, or altered.

## **4. When You Are Eligible for a Refund, Reprint, or Replacement**

You may be entitled to a refund, reprint, or replacement where:

### **4.1 Manufacturing Defects**

- Printing errors not present in the approved artwork (e.g., smudges, misalignment, missing elements).
- Faulty stitching, seams, or finishing on apparel or products.
- Material defects that make the product unfit for normal use.

### **4.2 Incorrect Items Delivered**

- Wrong product, size, quantity, or color compared to your order confirmation.
- Items printed with someone else's design or content.

### **4.3 Damage in Transit**

- Products arrive visibly damaged or unusable.
- You must report such damage within the specified timeframe and provide photos.

In these cases, we will, at our discretion and in line with the CPA:

- **Reprint or replace** the affected items, or
- **Refund** all or part of the purchase price, or
- **Repair** the product if appropriate.

## **5. When Refunds Are Not Available**

You are **not** entitled to a refund or reprint where:

- The product is a **custom/special order** and:
  - You change your mind after production has started.
  - You selected the wrong size, color, or options.
  - You no longer like the design after approval.
- The error is in the **content you supplied**, such as:
  - Spelling mistakes, grammatical errors, or incorrect details in your artwork or text.
  - Low-resolution or poor-quality images you provided.
- The product has been:
  - Used, worn, washed, or altered after delivery.
  - Damaged due to misuse, neglect, or failure to follow care instructions.

- Minor variations occur that are normal in printing, such as:
  - Slight color shifts between on-screen previews and printed output.
  - Minor differences in placement, alignment, or trimming within standard tolerances.

For **non-custom, standard stock items**, we may allow returns or exchanges subject to inspection and within a reasonable timeframe. Please contact us for details on specific products.

## 6. Direct Marketing and Online Purchases

If you purchased products as a result of **direct marketing**, you may have a limited **cooling-off right** to cancel within a specific period, subject to the CPA.

For general **online purchases**, South African law may provide certain rights to return goods that do not meet the quality or specifications reasonably expected, or where you did not have an opportunity to examine them prior to delivery.

These rights may **not apply** to custom-made items that are produced according to your specific instructions, unless they are defective or do not reasonably conform to your order.

## 7. Process for Requesting a Refund, Reprint, or Replacement

To lodge a request:

### 7.1 Contact Us

Email [info@seach-prints.com](mailto:info@seach-prints.com) with:

- Your full name
- Order number
- Date of purchase
- Description of the issue
- Clear photos of the product and the issue

### 7.2 Review and Assessment

- We will review your request and may ask for additional information or for the items to be returned for inspection.
- We will assess whether the issue is due to a defect, our error, courier damage, or customer error.

### **7.3 Outcome and Remedy**

If your claim is approved, we will offer one or more of the following, depending on the situation:

- **Reprint or Replacement** of the affected items at no extra cost.
- **Repair** of the product (if practical and appropriate).
- **Refund** to the original payment method (full or partial).

We aim to respond to refund or return requests within **5–10 business days**.

### **8. Shipping Costs for Returns**

- If the issue is due to **our error, manufacturing defect, or courier damage**, we will generally bear the reasonable return shipping costs or arrange collection.
- If the return is due to **customer error** (e.g., incorrect details in artwork, wrong size ordered), you may be responsible for:
  - Return shipping costs, and
  - Any additional costs for reprinting or replacing the product.

We will confirm applicable shipping costs and options when processing your request.

### **9. Refund Method and Timing**

- Approved refunds will be processed via **Paystack** back to the original payment method or via EFT, depending on the circumstances.
- Once a refund is initiated, it may take **3–10 working days** for the funds to reflect in your account, depending on your bank and payment method.
- Refunds may be deducted from pending Paystack payouts in line with Paystack's refund and chargeback rules.

## **10. Chargebacks and Disputes**

If you dispute a payment with your bank (chargeback):

- We may be required to provide **evidence of delivery and value provided** (invoices, order records, delivery proof) to Paystack and your bank.
- If we cannot demonstrate that the product or service was delivered as agreed, the bank may rule in your favour and **reverse the transaction**.
- Chargebacks that are automatically accepted due to lack of response or insufficient evidence will result in funds being refunded to you at our expense.

We encourage you to **contact us first** at [info@seach-prints.com](mailto:info@seach-prints.com) so we can resolve any issues directly before you initiate a chargeback.

## **11. Contact Details**

For all refund, return, or quality-related queries:

### **Seach Clothing and Printing**

-  Email: [info@seach-prints.com](mailto:info@seach-prints.com)  
 Website: <https://seach-prints.com>

### **Business Hours:**

Monday – Friday: 9:00 AM – 6:00 PM

Saturday: 9:00 AM – 2:00 PM

Sunday & Public Holidays: Closed

## **12. Changes to This Policy**

We may update this Refund and Returns Policy from time to time to reflect:

- Changes in our business practices
- Updates to the Consumer Protection Act or other laws
- Improvements to our customer service process

The "**Last Updated**" date at the top indicates when this policy was last revised. Your continued use of our services after changes are posted will constitute acceptance of the updated policy.