

Terms and Conditions

Seach Clothing and Printing

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

Contact: info@seach-prints.com

Effective Date: February 10, 2026

1. Introduction and Acceptance

Welcome to Seach Clothing and Printing ("we," "us," "our," "Seach"). These Terms and Conditions ("Terms," "Agreement") govern your use of our website <https://seach-prints.com> and the purchase of products and services from us.

By accessing our website, placing an order, or using our services, you agree to be bound by these Terms and Conditions. If you do not agree with any part of these Terms, you must not use our services.

2. Definitions

- **"Customer," "You," "Your"** refers to the individual or entity placing an order
- **"Services"** refers to custom printing, apparel customization, and related services
- **"Products"** refers to physical goods including printed materials, custom apparel, and merchandise
- **"Website"** refers to <https://seach-prints.com> and all associated pages
- **"Order"** refers to a purchase request submitted through our website
- **"Content"** refers to text, images, designs, logos, and other materials provided by customers

3. Eligibility and Account Registration

3.1 Age Requirement

You must be at least 18 years old to place orders. By using our services, you represent that you are of legal age to enter into a binding contract.

3.2 Account Creation

- You may be required to create an account to access certain features
- You are responsible for maintaining the confidentiality of your account credentials
- You agree to provide accurate, current, and complete information
- You must notify us immediately of any unauthorized use of your account

3.3 Account Termination

We reserve the right to suspend or terminate accounts that violate these Terms or engage in fraudulent activity.

4. Products and Services

4.1 Product Descriptions

We strive to provide accurate product descriptions, images, and specifications. However:

- Colors may vary due to monitor settings and printing processes
- Sizes and dimensions are approximate
- We reserve the right to modify product offerings without notice

4.2 Custom Printing Services

We offer custom printing services including:

- T-shirt printing and apparel customization
- Fabric sublimation
- Sticker printing
- Document printing
- Banner and signage printing
- Canvas printing
- Personalized mugs and bottles
- Uniforms and corporate apparel

4.3 Customization and Design Files

Your Responsibilities:

- You must provide print-ready files or designs
- Files should meet our technical specifications (provided on the website)
- You are responsible for proofreading all content before approval
- We are not liable for errors in customer-provided files

File Formats Accepted:

- PDF, PNG, JPEG, AI, PSD, EPS (specific requirements vary by product)
- Maximum file size: 50MB per file
- Minimum resolution: 300 DPI for print quality

Design Assistance:

- Basic design adjustments may be available for an additional fee
- Custom design services are quoted separately

5. Ordering Process**5.1 Order Placement**

- Orders are placed through our website or by contacting us directly
- All orders are subject to acceptance and availability
- We reserve the right to refuse or cancel any order

5.2 Order Confirmation

- You will receive an email confirmation when your order is received
- Order confirmation does not constitute acceptance
- We will notify you if we cannot fulfill your order

5.3 Order Modifications

- Orders may be modified within 2 hours of placement (subject to production status)
- Contact us immediately at info@seach-prints.com for changes
- Once production begins, orders cannot be modified or cancelled

5.4 Proof Approval

- For custom orders, a digital proof will be provided for your approval
- You must approve the proof before production begins
- Production will not start until you confirm approval
- You are responsible for reviewing all details carefully
- Changes after proof approval may incur additional charges

6. Pricing and Payment**6.1 Pricing**

- All prices are displayed in South African Rand (ZAR) unless otherwise stated
- Prices are subject to change without notice
- The price charged will be the price displayed at the time of order placement
- Bulk discounts may be available for large orders (contact us for quotes)

6.2 Payment Methods

We accept payment through **Paystack**, which supports:

- Credit and debit cards (Visa, Mastercard)
- Instant EFT
- Other payment methods as available

6.3 Payment Terms

- Full payment is required before production begins (unless otherwise agreed in writing)
- Payment is processed securely through Paystack
- We do not store your payment card information

6.4 VAT and Taxes

- All prices include VAT (15%) unless otherwise stated
- You are responsible for any additional taxes or duties

6.5 Payment Security

- All transactions are processed through Paystack's secure payment gateway
- Paystack complies with PCI-DSS standards
- See our Privacy Policy for more information on data protection

7. Production and Turnaround Times

7.1 Production Timeline

- Standard turnaround time: 3-7 business days after proof approval
- Rush orders may be available for an additional fee
- Turnaround times vary by product and order volume
- Business days exclude weekends and public holidays

7.2 Production Delays

We are not liable for delays caused by:

- Incomplete or incorrect customer information
- Delayed proof approval
- Force majeure events (natural disasters, strikes, etc.)
- Supplier or courier delays beyond our control

7.3 Production Process

- Orders are produced directly from approved files
- We do not make adjustments to files during production
- Color matching is best effort; exact color match not guaranteed
- Minor variations in color, alignment, and finish are normal

8. Shipping and Delivery

8.1 Delivery Methods

- Local delivery within Uthupalayam and surrounding areas
- Courier delivery to other locations in South Africa
- International shipping (contact us for availability and rates)

8.2 Delivery Timeframes

- Delivery times are estimates and not guaranteed
- Delivery timeframe begins after production is complete
- Delays may occur due to courier or weather conditions

8.3 Delivery Address

- You must provide a complete and accurate delivery address
- We are not responsible for delays or non-delivery due to incorrect addresses
- Address changes after shipping may incur additional charges

8.4 Delivery Charges

- Delivery charges are calculated at checkout
- Charges vary based on location, weight, and delivery speed
- Free delivery may be available for orders over a certain amount

8.5 Risk of Loss

- Risk of loss and title pass to you upon delivery to the courier
- We recommend purchasing shipping insurance for high-value orders

8.6 Failed Deliveries

- If delivery fails due to incorrect address or recipient unavailability, additional charges may apply
- Unclaimed orders may be returned to us after 14 days
- Refunds for unclaimed orders are subject to a restocking fee

9. Quality Guarantee and Returns

9.1 Our Guarantee

We stand behind the quality of our products. If you are not satisfied with your order due to:

- Production defects
- Incorrect items received
- Damage during production or shipping

Contact us within 7 days of receiving your order at info@seach-prints.com

9.2 Inspection Upon Receipt

- Inspect your order immediately upon receipt
- Report any issues within 7 days
- Claims submitted after 7 days will not be accepted

9.3 Returns and Refunds

Eligible for Return/Refund:

- Manufacturing defects
- Incorrect products shipped
- Damaged items (if reported within 7 days)

NOT Eligible for Return/Refund:

- Custom/personalized products (unless defective)
- Products damaged after delivery
- Errors in customer-provided files
- Minor color variations (due to screen/print differences)
- Changes of mind after production begins
- Products used or washed

9.4 Refund Process

- Approved refunds are processed within 7-14 business days
- Refunds are issued to the original payment method
- Shipping charges are non-refundable unless we shipped incorrect items
- Return shipping costs are the customer's responsibility unless the error was ours

9.5 Reprints and Replacements

- Defective items will be reprinted at no charge
- Proof of defect may be required (photos)
- Replacement orders follow standard production timelines

10. Intellectual Property and Copyright

10.1 Your Content

When you upload designs, artwork, or other content:

- You retain all ownership rights to your content
- You grant us a license to use your content solely for fulfilling your order
- You represent that you own or have permission to use all content
- You agree not to upload content that infringes on third-party rights

10.2 Copyright Compliance

You certify that:

- You own all rights to the designs and content you submit
- You have obtained necessary permissions for any third-party materials
- Your content does not infringe on copyrights, trademarks, or other intellectual property rights
- Your content does not violate any laws or regulations

10.3 Prohibited Content

You may not submit content that:

- Infringes on copyrights, trademarks, or intellectual property
- Contains hate speech, discriminatory, or offensive material
- Promotes violence, illegal activities, or harmful conduct
- Violates privacy rights or contains confidential information
- Contains adult content or material inappropriate for general audiences

10.4 Right to Refuse

We reserve the right to refuse to print any content that:

- Violates these Terms
- Infringes on intellectual property rights
- Contains prohibited or offensive material
- We determine is inappropriate or illegal

10.5 Indemnification

You agree to indemnify and hold us harmless from any claims, damages, or expenses arising from:

- Copyright or trademark infringement
- Violations of third-party rights
- Prohibited or illegal content you submit

10.6 Our Intellectual Property

- All content on our website (logos, text, images, designs) is our property or licensed to us
- You may not use our intellectual property without written permission
- Our branding and trademarks are protected

11. Limitation of Liability

11.1 Maximum Liability

Our total liability for any claim arising from your order is limited to the amount you paid for that specific order. We are not liable for:

- Indirect, incidental, or consequential damages
- Lost profits or business opportunities
- Loss of data or content
- Third-party claims

11.2 Product Liability

- We are not liable for how you use our products
- Products are sold "as is" for their intended purpose
- We do not guarantee fitness for a particular purpose beyond normal use

11.3 Third-Party Services

- We are not responsible for third-party services (payment processors, couriers, etc.)
- Disputes with third parties must be resolved directly with them

12. Dispute Resolution

12.1 Governing Law

These Terms are governed by the laws of the Republic of South Africa.

12.2 Dispute Resolution Process

In the event of a dispute:

1. Contact us at info@seach-prints.com to attempt resolution
2. If unresolved, mediation may be pursued
3. Legal action may be taken as a last resort

12.3 Jurisdiction

You agree to submit to the exclusive jurisdiction of South African courts for any disputes arising from these Terms.

13. Consumer Protection Act (CPA) Rights

As a South African consumer, you have rights under the Consumer Protection Act 68 of 2008:

13.1 Right to Information

- Right to receive adequate information about products and services
- Right to understand these Terms and Conditions

13.2 Right to Fair Dealing

- Protection from unfair or misleading marketing
- Right to fair and honest dealings

13.3 Right to Quality and Safety

- Products must be of good quality and safe for intended use
- Right to return defective products

13.4 Cooling-Off Period

Note: Custom/personalized products are generally excluded from cooling-off periods under the CPA due to their personalized nature.

For non-custom items, you may have the right to cancel within a specified period. Contact us for details.

14. Privacy and Data Protection

Your privacy is important to us. Please review our **Privacy Policy** (available at <https://seach-prints.com/privacy-policy>) for information on:

- How we collect and use your personal information
- Your rights under POPIA
- Data security measures
- Cookie usage

By using our services, you consent to our Privacy Policy.

15. Force Majeure

We are not liable for delays or failure to perform due to circumstances beyond our reasonable control, including:

- Natural disasters (floods, fires, earthquakes)
- War, terrorism, or civil unrest
- Government actions or restrictions
- Power outages or internet failures
- Supplier or courier failures
- Pandemics or public health emergencies

16. Amendments to Terms

16.1 Right to Modify

We reserve the right to update these Terms at any time. Changes will be effective immediately upon posting on our website.

16.2 Notification

We will notify you of material changes by:

- Posting a notice on our website

- Sending email notification (if you have an account)
- Updating the "Effective Date" at the top of this document

16.3 Continued Use

Your continued use of our services after changes constitutes acceptance of the updated Terms.

17. General Provisions

17.1 Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Seach Clothing and Printing.

17.2 Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions remain in full effect.

17.3 Waiver

Our failure to enforce any right or provision does not constitute a waiver of that right or provision.

17.4 Assignment

You may not assign or transfer these Terms. We may assign our rights and obligations without restriction.

17.5 No Third-Party Beneficiaries

These Terms do not create any third-party beneficiary rights.

18. Contact Information

For questions, concerns, or support regarding these Terms and Conditions:

Seach Clothing and Printing

 **Email:** 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: Closed

We aim to respond to all inquiries within 2-3 business days.

19. Acknowledgment

By using our website and services, you acknowledge that:

- ☒ You have read and understood these Terms and Conditions
- ☒ You agree to be bound by these Terms
- ☒ You have the legal capacity to enter into this agreement
- ☒ All information you provide is accurate and complete
- ☒ You will comply with all applicable laws and regulations

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