

TERMS AND CONDITIONS

1. Introduction

Welcome to our online store. By accessing or purchasing from this website, you agree to be bound by these Terms and Conditions. Please read them carefully before placing an order.

2. Products

We offer a curated selection of preloved clothing, accessories and general items.

- Items are pre-owned unless otherwise stated.
- Minor signs of wear may be present.
- We strive to provide accurate **descriptions, measurements and images**.
- Colours may vary slightly due to lighting or screen differences.

3. Pricing & Payment

- All prices are listed in **South African Rand (ZAR)**.
- Payment must be made in full before dispatch.
- We reserve the right to update prices at any time without prior notice.

4. Orders

- Orders are only confirmed once payment is received.
- We reserve the right to cancel any order due to stock availability, errors, or suspected fraud.
- If an item becomes unavailable after purchase, a **full refund** will be issued.

5. Shipping and Delivery

- Delivery options and timelines are provided at checkout.
- We are not responsible for delays by couriers.
- Risk transfers to the customer once the item has been shipped.

6. Returns & Refunds

Due to the nature of **preloved items**, we have a **limited returns policy**.

6.1 Eligible Returns

We only accept returns if:

- The item is **significantly not as described**, or
- The item arrives **damaged** (not disclosed in description).

6.2 Non-Returnable Items

We do not accept returns for:

- Incorrect sizing or fit
- Change of mind
- Minor wear consistent with preloved condition
- Sale or discounted items

6.3 Return Process

- Return requests must be made within 48 hours of delivery
- Items must be returned within 5 days of approval
- Items must be unworn, unwashed and in original condition

6.4 Refunds

- Approved returns will be refunded via the original payment method
- Shipping costs are non-refundable
- Return shipping costs are the responsibility of the customer (unless the error is ours)

7. Condition Disclaimer

All items are sold “as is”. We do our best to highlight any flaws, but by purchasing, you acknowledge that:

- Items are preloved and may not be in perfect condition
- Small imperfections are part of the item’s character

8. Liability

We are not liable for:

- Any indirect or consequential damages
- Losses resulting from use of our products or services
- Delays or failures caused by third-party service providers

9. Privacy

Customer information is handled with care and will not be shared with third parties, except as necessary to fulfil orders.

10. Changes to Terms

We reserve the right to update these Terms & Conditions at any time. Continued use of the website constitutes acceptance of any changes.

11. Contact

For any queries, returns or support, please contact us at sales@like-alot.co.za

