

## **Terms and Conditions**

**Last Updated:** February 2025

Welcome to Petal & TALLOW! By accessing or purchasing from our website, you agree to comply with the following terms and conditions. Please read them carefully before using our services.

### **1. General**

Petal & TALLOW provides natural skincare products, including tallow-based body butters, lip balms, soaps, and more. These terms govern the use of our website and services.

### **2. Products & Orders**

- All products are handmade, and slight variations in texture, scent, or appearance may occur.
- Orders are subject to availability. If a product is out of stock, we will notify you as soon as possible.
- We reserve the right to refuse or cancel any order at our discretion.

### **3. Pricing & Payment**

- Prices are listed in Rand and are subject to change without notice.
- Payment is required at checkout via our accepted payment methods, including EFT and Yoco.
- We are not responsible for any bank or transaction fees incurred by your payment provider.
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### **4. Shipping & Delivery**

- We strive to process and ship orders within 4-5 days.
- Shipping costs and estimated delivery times are calculated at checkout.
- We are not responsible for delays caused by carriers, customs, or other unforeseen circumstances.
- Once a package is marked as delivered, we are not liable for lost or stolen packages.

### **5. Returns & Refunds**

- Due to the nature of our products, we do not accept returns for hygiene and safety reasons.

- If you receive a damaged or incorrect item, please contact us within 2 days of delivery for a replacement or store credit.
- Refunds are issued at our discretion and only in special circumstances.

## **6. Allergy Disclaimer**

- Our products contain natural ingredients, including animal-based oils. If you have allergies or sensitivities, please review the ingredient list before purchase.
- We are not responsible for allergic reactions or skin sensitivities.
- Always conduct a patch test before using a new product.

## **7. Intellectual Property**

- All content on our website, including text, images, logos, and product descriptions, is the property of Petal & TALLOW and may not be used without permission.

## **8. Limitation of Liability**

- Petal & TALLOW is not liable for any adverse reactions, damages, or losses resulting from the use of our products.
- Our products are not intended to diagnose, treat, cure, or prevent any medical conditions.

## **9. Privacy Policy**

- We collect and process personal information in accordance with our Privacy Policy. By using our website, you consent to this data collection.
- We comply with the Protection of Personal Information Act (POPIA) and take appropriate measures to safeguard your personal data. This includes ensuring that your information is stored securely and only used for the purposes stated in our Privacy Policy.
- You have the right to request access to, correction, or deletion of your personal data. If you wish to exercise these rights, please contact us at [Your Contact Email].
- We collect and process personal information in accordance with our Privacy Policy. By using our website, you consent to this data collection.

## **10. Governing Law**

- These terms are governed by the laws of South Africa, and any disputes shall be resolved in the applicable courts.

## **11. Changes to Terms**

- We reserve the right to modify these terms at any time. Changes will be posted on our website and take effect immediately.

If you have any questions, please contact us at [petalandtallow@gmail.com](mailto:petalandtallow@gmail.com)

**Thank you for supporting Petal & TALLOW!**