

TERMS & CONDITIONS

1. Introduction

These Terms & Conditions govern the use of The Bag Lady's website, services, and product purchases. By accessing our website, you accept and agree to these terms in accordance with **South African law**.

2. Orders & Payments

- All prices are in **South African Rand (ZAR)** and subject to change without prior notice.
- Orders are only processed after full payment is received.
- We reserve the right to decline or cancel orders due to stock unavailability, pricing errors, or fraudulent activity.

3. Shipping & Delivery

- Orders are dispatched within **2-5 business days** upon payment confirmation.
- Delivery timelines depend on the courier service and location.
- We are not responsible for delays caused by third-party couriers.
- **Deliveries countrywide are for the customer's account using Pudo, with costs starting from R60 depending on size and volume of order. This will be quoted and added to the invoice.**

4. Intellectual Property

All content, images, product designs, and branding on this website are **copyrighted and owned by The Bag Lady**. Unauthorized use or reproduction is prohibited.

5. Liability Disclaimer

- The Bag Lady is not liable for **damages caused by misuse** of our products.
- Product colors and patterns may slightly vary due to unique Shweshwe fabric characteristics.
- We are not responsible for courier delays once the product is shipped.

6. Governing Law & Dispute Resolution

These Terms & Conditions are governed by **South African law** and any disputes shall be resolved in accordance with the **Consumer Protection Act and applicable legal processes**.

7. Amendments

We reserve the right to amend these Terms & Conditions at any time. Significant changes will be communicated to customers.

8. Contact Information

For any inquiries, please contact us at **thebagladysa@gmail.com** or call **+27 72 997 5298**.