

Terms and Conditions

Terms and Conditions last updated: 2024/01/18 @ 14:55(GMT+2)

This website is operated by Rocket Industries (Pty) Ltd t/a PRINTEX. Throughout the site, the terms "we", "us" and "our" refer to Rocket Industries t/a PRINTEX. Rocket Industries (Pty) Ltd t/a PRINTEX offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

1. Overview

By visiting our site and/ or purchasing something from us, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms"), including those additional terms and conditions and policies referenced herein and/ or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/ or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Our store is hosted on WooCommerce Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

2. Online Store Terms

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to

copyright laws).

You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your Services.

3. General Conditions

3.1 We reserve the right to refuse service to anyone for any reason at any time.

You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

3.2 Business Customer Acknowledgement

By accessing, browsing, or interacting with our website, requesting a quotation (whether through our online system, email, or manual process), or by placing an order (either online or manually), you acknowledge and agree that you are engaging with us in the capacity of a business, corporation, or other legal entity, unless explicitly specified otherwise in writing at the time of your interaction.

All transactions, communications, and agreements entered into with Printex are therefore deemed to be business-to-business (B2B) engagements and shall be governed accordingly. Where a customer intends to act as a private individual or consumer, this must be clearly stated in advance and confirmed in writing before any quotation, order, or transaction is processed.

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

4. Accuracy & Timeliness of Information

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary,

more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

5. Modifications to the service & prices

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

6. Products or Services (if applicable)

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

7. Accuracy of Billing & Account Information

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy.

8. Optional Site and Order Tools

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input.

You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

9. Third-Party Links

Certain content, products and services available via our Service may include materials from third-parties.

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and

we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

10. User Comments, Feedback & other submissions

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

11. Personal Information

Your submission of personal information through the store is governed by our [Privacy Policy](#).

12. Errors, Inaccuracies & Omissions

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

13. Prohibited Uses

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

14. Disclaimer of Warranties; Limitation of Liability

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall Rocket Industries t/a PRINTEX, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

15. Indemnification

You agree to indemnify, defend and hold harmless Rocket Industries t/a PRINTEX and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

16. Severability

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

17. Termination

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.

If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

18. Entire Agreement

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

19. Governing Law

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of **16 Craigholm Street, Dalview, brakpan, Gauteng, South Africa, 1541**

20. Changes to terms of service

You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

21. Contact Information

Questions about the Terms of Service should be sent to us at juan@printex.co.za

22. Artwork Proofing Policy

Overview

We send all your proofs from first design suggestion to final version as PDF files. We recommend checking the proof always on a laptop or desktop computer screen as you see a better view of the proof. Mobile phones may not give a true representation of the proof and spotting any issues can be more difficult from a small screen.

Checking everything carefully is very important as you have the responsibility to confirm to us that the job is fully satisfactory and correct for printing.

If requested, an online digital proof will be made available or emailed for your review after we have received your files for print.

Terms

- Jobs with proof requests will not be sent to press without the Customers approval unless the proof approval is explicitly waived. Printex will not be liable for delays in the order caused by the Customers non-approval of the proof or waiting for the proof to be approved.
- An online proof is not an accurate colour reproduction of the final printed piece. It is the final opportunity for the Customer to check all aspects of the job including but not limited to: size, layout, bleeds, crops, ensuring high resolution images are used, ensuring RGB is converted to CMYK, and final text. Electronic proofs do not show transparency and overprint issues nor do they show colour change from RGB to CMYK.
- The proof must be treated as independent from the original submitted file and thoroughly reviewed prior to approval. It should be checked against the original file for possible errors in size, layout, copy, spacing, punctuation or image placement. The Customer is fully responsible for all that is contained in the final approved proof.
- Delivered plotter proofs show reasonable likeness to the final printed pieces. Delivered plotter proofs are printed on a bond paper using inkjet inks which differs from the actual stock or substrate and the inks used of the final product.
- FOGRA proofs are recommended for colour-critical artwork and must be requested by the Customer when the print order is made. FOGRA's are only 95% accurate on coated stocks/substrates and 80% accurate on uncoated stocks/substrates.
- The Customer must ensure they have read and understood their responsibilities to check all aspects of the job including size, number of pages and cover, page order, all content and that the colour is a close representation of what they require.

- Printex's pre-print department does basic checks on all submitted artwork files before printing, but the customer is still 100% responsible for the accuracy of the print-ready artwork files submitted, and it is the responsibility of the Customer to check all aspects and to proofread all files carefully before submitting any files for print. Printex is not responsible for any issues as to orientation or alignment of the pages of any submitted artwork.
- Any additional proofs above an email proof done, will be charged for. The request for a delivered plotter proof will extend the amount of time needed to complete the job. The job can only proceed to print once the client has signed and returned the signed off hard copy proof. In the case of an emailed proof Printex will only proceed to print once an email approval is received.
- Where Printex has produced a proof for a Customer, the Customer acknowledges and accepts that such plotter or digital proof is merely illustrative of the final product to be produced by Printex and its partners shall have no liability to Customer for slight variations in the final Product from the proof supplied.
- In the event that the Customer notifies Printex that it wishes to proceed with the order without correcting any defects in the Artwork, the Customer does so at its own risk. Once approved by the Customer, Printex holds no responsibility whatsoever for any errors incurred.
- If additional costs arise due to the inaccuracy of the Artwork, these will be borne by the Customer.
- After the order is placed, the Customer shall only be entitled to make changes to the order provided the customer remains liable for any additional costs incurred by Printex in making such changes.
- Plotter proofs or hardcopy digital proofs will not have any special finishing on them that the final job will have.
- It is vital for the Customer to check with each product online the possible addition of any conditions in terms of a hard copy proof. When the Customer is on the specifications of the product page of the Printex single product page, the Customer must simply click on the "Hardcopy proof required" which has a dotted underline and more detail will pop up. The Customer must read this to avoid any misunderstanding.
- **PLEASE NOTE : BY PLACING YOUR ORDER WITH PRINTEX, YOU THE CLIENT, CONFIRMS & ACCEPTS, THAT PRINTEX DOES NOT AUTENTICATE OR WILL BE HELD LIABLE FOR ANY CLIENT SUBMITTED ARTWORK. THIS INCLUDES ANY FORM OF COPYRIGHT OR BRAND INFRINGEMENTS, ARTWORK DUPLICATED OR COPIED FROM OTHER COMPANIES OR WETHER INFO CONTAINED IN SUBMITTED DESIGNS / ARTWORK ARE FACTUALLY CORRECT OR IF THEY MIGHT INFRINGE ON OTHER COMPANIES OR PERSONS INTECTUAL PROPERTY RIGHTS. PRINTEX SHALL NOT BE HELD RESPONSIBLE NOR BE HELD LIABLE FOR ANY & ALL LEGAL OR COMMERCIAL INFRINGEMENTS AS A RESULT OF CLIENT SUBMITTED ARTWORK. LASTLY, ARTWORK**

OR DESIGNS DEPICTING OR PROVOKING VIOLENCE, POLITICAL AGENDAS, NUDITY OR ANY FORM OF ABUSE SHALL NOT BE PROCESSED & TOLERATED BY US.

- Recommended Client Proofing Procedure
 - Read the proof carefully and check everything is spelt correctly and there are no words missing
 - Please check all e-mail addresses and phone numbers are correct
 - Correct images used in correct order (for example in newsletters or brochures)
 - Order of pages or content is correct
 - If there are any issues with the proof make sure you notify us immediately and clearly state what needs to be changed.
 - Sometimes having an additional pair of eyes helps. Have someone else look at the proof, the more you keep looking at it the harder it can become to spot the things that need to be changed.

23. Artwork Design Policy

Recommended General Design Specifications

- Illustrations and photo resolution should be 300 dpi
- All full colour process printing converted to CMYK (no PMS colours, RGB, LAB etc)
- Fonts should be embedded or outlined
- Crop & bleed marks included
- Minimum 3 mm bleed
- Make sure text and non-bleed images are kept at least 5mm away from the trim line
- Make sure images going past the trim line have 3 mm bleed consisting of the image

Recommended Wide Format Design Specifications

- Leave 3mm bleed on all edges
- Make sure you have at least 5 mm safe zone (leaving space between the edge and content to ensure content is visually appealing & not in danger of being trimmed)
- For photos and illustrations we recommend 150 dpi resolution
- Fonts: Outlined or Embedded

Recommended Banner Design Specifications

- Minimum 5 mm bleed on all edges
- Leave 36 mm safe zone (Accounting for Hemming & Eyelets)
- Photos and illustration 150 dpi

Artwork Layout Approval Confirmation

By approving a layout for your ordered product, you are confirming that :

- 1.) Printex will not be held responsible for any spelling or artwork errors once approved by you.
- 2.) Day one in production starts the day after we have received both layout approval and full payment
- 3.) Delivery date to be advised. Changes and/or revisions to this layout will influence production & delivery dates.
- 4.) Printing colour's will be matched as close as possible to Pantone colour's or swatches supplied.
- 5.) We do not guarantee a 100% colour match.
- 6.) We are not liable for any loss or damage once items leave our premises.
- 7.) This Virtual Layout is not a true reflection of the colour but merely an indication of what the item will look like.
- 8.) Should you require changes, we will issue a new layout for final proofing before production commences.
- 9.) We automatically convert RGB supplied artwork to CMYK . Some colour changes may occur during this process.

Free Artwork Check Service

Printex will do basic free artwork design checks on the the following :

- Colour Profile (CMYK Required)
- Design sizing in relation to required Product sizing
- Text/Font is outlined or included in submitted designs
- Correct Orientation of the submitted artwork
- Correct file format has been submitted
- General level of acceptance of image quality
- Safe Areas, Bleed Margins & Cut lines are adhered to

Product Design Templates

All products have design templates available for users to use as guidelines in the design process.

Please browse our template section for the required template.

If template is not available please contact us for a copy

Design Manual

All submitted artwork designs will adhere to our design manual. Manual can be viewed or downloaded in the design section or a copy can be requested from our Help Desk

Design Services

Printex offers various design services for majority of the products as an additional option with a fixed fee when ordering.

Each design service is governed by its own unique set of benefits & limitations which can be viewed or downloaded in the design section on this website

Contact

For any questions or design advice please contact us at artwork@printex.co.za

24. Shipping & Delivery Policy

Shipping Terms

- Printex, nor the Carrier, shall not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under a Contract that is caused by an Event Outside the Control of Printex or the Carrier.
- An event outside the control of Printex or the Carrier means any act or event beyond Printex or the Carrier's reasonable control, including without limitation protests, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, pandemic measures put in place and/or a countries 'lockdown' measures imposed by government, load shedding, or failure of public or private telecommunications networks or impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport. Printex's obligations under an order or contract will be suspended and the time for performance of its obligations will be extended for the duration of the Event Outside the Control of Printex.
- When an order or package is not delivered due to an error made by the customer in submitting the proper shipping address, Printex will reship the package to the corrected address however the delivery dates communicated prior will not be considered anymore. The additional costs to reship will be borne by the customer.
- Should a parcel be lost, the Carrier must be given appropriate time to locate and deliver the parcel. This will affect the delivery times given.
- Should a Customer be in a postal code area outside of a major city or main centre, these locations will require more time from the Carrier to deliver and therefore the delivery times given must be extended.
- Once shipped and the Customer has been notified of the tracking number, it is the responsibility of the Customer to track the parcel until they receive it.
- Delivery dates are subject to change if there are any errors with the artwork provided, electronic or hardcopy proofs are not approved timeously or payment has not been made or has not reflected in the bank account or an order is put on hold.

- Delivery is based upon the production time taken by Printex to manufacture the Products and the delivery time to ship the Products to Customer.
- If Customer is not available at the delivery address, Printex's chosen carrier (the Carrier) will leave a note that the Products have been returned to The Carrier's premises and Customer must contact the Carrier to re-arrange delivery. In circumstances where The Carrier has re-arranged delivery and Customer is not available at the delivery address on the agreed date and time to take delivery of the Products, the Carrier shall be entitled (at its discretion) to charge Customer for any additional costs reasonably incurred by the Carrier in attempting to re-deliver the Products.
- The Products will be at the risk of the Customer from completion of delivery. Customer shall only own the Products once Printex has received payment in full for the Products. Delivery of the Products shall be performed during normal business hours, being Monday to Friday 8am to 5pm.
- For the avoidance of doubt, Printex or the Carrier shall not be liable for any delay in delivery of the Products that is caused by an Event Outside the Control of Printex, the Carrier or Customer's failure to provide Printex with adequate delivery instructions or any other instructions that are relevant to the supply of the Products.
- All Estimated Delivery Dates displayed on our site is a visual indication ONLY to help the client plan their orders. Please contact us to verify the precise delivery date to ensure accuracy. Printex will not be held responsible nor Liable for any loss incurred to the customer due to non-delivering based on website estimated date outputs.

Delivery Contact

To query your delivery contact us at helpdesk@printex.co.za or for questions related to lost or underdelivered order.

25. Refunds, Cancellations & Returns Policy

Overview

Our refund and returns policy lasts 30 days. If 30 days have passed since your purchase, we can't offer you a full refund or exchange.

General Terms

- Claims under this Agreement shall only be entertained if You have, within 30 days of the alleged breach or defect occurring given Us 30 (thirty) days written notice to rectify any alleged defect or breach of the agreement. Full details of the alleged breach or defect must be given as well as photographs.
- The so-called defective goods must be returned at your cost to us for inspection within 5 (five) days of lodging the complaint.

- Any refunds agreed to by us under R1000 shall be in the form of user's credit (coupon) redeemable only on this electronic web Platform.
- if external/outsourced parties are used by us as part of our customers order fulfillment, any refund or cancellation requests will be dependent on the refunds, returns and cancellations policies used by our external/outsourced suppliers or partners.

26. Defective Products

Branded Products

- Printed items being defective due to the printing process or if damaged during shipping will **ONLY** be eligible for a reprint or exchange
- Contact our help desk or email your dispute with evidence within 7 days from the date of receipt of the goods.
- Incorrectly Printed or defective Items will **ONLY** be reprinted if any defects or obvious errors are evident from the production process based on photo evidence provided.
- Additional reprints will not be granted automatically after the first reprint did not suffice
- Any order cancellations will only be considered at the sole discretion of management as a last resolution to any dispute.

Unbranded Products

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Please note some ***Non-returnable items*** include :

- Gift cards
- Downloadable software products
- Some health and personal care items
- Digital Product like Graphic Design Services

There are certain situations where only ***partial refunds*** are granted:

- Unbranded Products with obvious signs of use
- Any unbranded item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any unbranded item that is returned more than 30 days after delivery

Returning defective products

- To return your product, you should courier or deliver your product to : 16 Craigholm Street, Dalview, Brakpan
- You will be responsible for paying for your own shipping costs for returning your item.
- Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Product Exchange

- Depending on where you live, the time it may take for your exchanged product to reach you may vary.
- We only replace items if they are defective or damaged. If you need to exchange it for the same product please use the reorder option in your orders section in the my account section.

27. Order Cancellations

The following charges relate to any cancellations of orders during different order statuses :

Processing Status

- Cancellation charges of 5% of invoice value incl VAT will apply on all cancelled orders.
- Cancellation charges are capped at R5000.00 incl VAT
- All Cancellations must be made within 72 Hours of placing your order.

Stock (Check/Confirmed) Status

- Cancellation charges of 10% of invoice value incl VAT will apply on all cancelled orders.
- Cancellation charges are capped at R10000.00 incl VAT
- All Cancellations must be made within 72 Hours of the last order status change.

Artwork (Check/Approval/Design In Progress/Change request) Status

- Cancellation charges of 15% of invoice value incl VAT will apply on all cancelled orders.
- Cancellation charges are capped at R15 000.00 incl VAT
- All Cancellations must be made within 72 Hours of the last order status change.

Production / Delivery Status

- there are no automatic cancellations granted beyond this order status

- order cancellations will only be considered at the sole discretion of management

28. Refunds

Refund process response time

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

- If you haven't received a cash refund yet, first check your bank account again.
- Then contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact our help desk.

Refunds Contact

To initiate a refund / exchange please contact us at **complaints@printex.co.za** or for questions related to outstanding refunds and returns.
