Just Kreations

Just Kreations (Pty) Ltd · justkreations.com · Admin@JustKreations.com

Terms of sale, refunds and privacy

Last updated 11 October 2026

1. Who we are

Company	**Just Kreations (Pty) Ltd, trading as Just Kreations**
Registration number	**2026/811368/07**
Place of registration	**South Africa (CIPC)**
Director	**Jenna Sophia Kruth**
Physical address and address for legal service	**57 Durmonte, Cape Town, Western Cape, 7550**
Phone	**+27 63 355 7849**
Email	**Admin@JustKreations.com**
Website	**justkreations.com**
VAT	**Not VAT registered**

We sell custom-branded corporate and personal products (drinkware, apparel, bags, stationery and gifts), made to order with our customers' logos. Orders are placed on this website or from a written quote.

2. Terms of sale

2.1 Made-to-order products

Every product is made to your specification and carries your branding. Because these goods are personalised, the cooling-off period and change-of-mind returns that apply to standard goods do not apply to them. This does not affect your right to receive goods that are not defective (see section 5).

2.2 Your order and our acceptance

An order is accepted when you have accepted our written quote, we have received your deposit and we have confirmed the order by email. We may decline an order, for example if the artwork infringes someone else's rights or a product is no longer available. If we decline an order after you have paid, we refund you in full.

2.3 Prices and quotes

Prices are in South African Rand (ZAR). **Prices shown on this website are estimates.** Before you pay anything, we send you a written quote with the final price, which includes branding and delivery to main centres. You pay a deposit only after you accept that quote, and the quoted price is the price you pay. Just Kreations (Pty) Ltd is not VAT-registered, so no VAT is added to our prices. Quotes are valid for 14 days.

2.4 Proofs

Before production we send you a digital proof. Production starts only after you approve it, in writing or on your order page. Please check spelling, colours, sizes and placement carefully. We are not responsible for errors in a proof you approved. Screen colours vary, and printed colours may differ slightly from what you see on screen. If you need an exact colour, give us your Pantone reference.

2.5 Quantities

Factory production can vary by up to 3% over or under the quantity ordered. If we deliver fewer units than you paid for, we refund you for the missing units.

2.6 Your artwork

By uploading artwork you confirm that you have the right to use it, including any logos and trademarks. We use your artwork only to produce your order.

2.7 Product photos

Product photos show the blank product as supplied by our manufacturers. Your branded product will match the proof you approve.

3. Payment and security

- **How you pay:** you pay a 50% deposit when you accept our written quote. The balance is due when your goods have arrived with us, before we dispatch them, and we send you a payment link for it.
- **Payment methods:** card (Visa, Mastercard), instant EFT and the other methods PayFast offers on its payment page. For quoted orders you can also pay by EFT to our business bank account.
- **Security:** all online payments are processed by PayFast, a PCI DSS-compliant payment gateway. You enter your card details on PayFast's secure, encrypted page. Card details never reach our website, our servers or our staff, and we never store them.
- **Unpaid balance:** we hold finished goods for up to 30 days after we tell you the balance is due. If the balance is still unpaid after that, we contact you before deciding what happens to the goods.

4. Delivery policy

- **Where we deliver:** door to door anywhere in South Africa, by courier.
- **Cost:** delivery to main centres is included in your quoted price. Outlying areas may carry a courier surcharge, which is shown on your quote before you pay.
- **Lead times:** each product page shows its lead time, normally 5 to 7 weeks. The lead time starts when you approve your proof and covers production, courier and transportation, and final delivery to you. Lead times are estimates, so if you have a fixed deadline, tell us before you order.
- **Tracking:** you can follow every stage of your order on your order page, and we email you when it is dispatched.
- **Receiving your goods:** please check the number of boxes when the courier arrives, and note any visible damage on the delivery slip. Ownership and risk pass to you on delivery.
- **Failed delivery:** if the courier cannot deliver because the address is wrong or nobody is available to receive the goods, a re-delivery fee may apply.

5. Refund and cancellation policy

5.1 Cancellations

- **Before you approve the proof:** you may cancel your order, and we refund your deposit in full, less the cost of any design work you asked for. We tell you that cost before you cancel.
- **After you approve the proof:** your products are being made specially for you, so the order can't be cancelled and the deposit is non-refundable.

- **If we can't fulfil your order:** we refund everything you have paid, in full.

5.2 Defective goods or our mistakes

If goods are defective, damaged in transit, or don't match the proof you approved, please contact us with photos as soon as possible, ideally within 7 days of delivery. We will then replace, repair or refund the affected items, whichever you choose. Your rights under the Consumer Protection Act, including for defective goods, are not affected by this policy.

5.3 What is not covered

We don't give refunds for a change of mind, for errors in a proof you approved, or for small colour differences between screen and print (see section 2.4).

5.4 How refunds are paid

We pay approved refunds in South African Rand within 10 business days. Card and PayFast payments are refunded through PayFast to the original payment method. EFT payments are refunded by EFT to the account they came from. Your bank may take a few more days to show the refund.

5.5 How to ask for a cancellation or refund

Email Admin@JustKreations.com with your order number. We reply within 2 business days.

6. Privacy (POPIA)

We collect your name, contact details, delivery address and artwork so that we can process, produce and deliver your order and communicate with you about it. We share only what is needed with our production suppliers, our payment processor (PayFast) and our couriers. We keep order records for as long as tax law requires. You may ask to see, correct or delete your personal information by emailing Admin@JustKreations.com. We don't sell your information, and we don't send you marketing unless you have agreed to it.

Information Officer: Jenna Sophia Kruth, reachable at Admin@JustKreations.com. Registered with the Information Regulator, registration number 2026-068980.

7. General

These terms are governed by the laws of South Africa. If you have a complaint, please contact us first at Admin@JustKreations.com so that we can try to resolve it. Nothing in these terms limits any right you have under the Consumer Protection Act or the Electronic Communications and Transactions Act. We may update these terms. The version on this page on the day you place your order applies to that order.

This document is the same text as published at https://justkreations.com/terms.html.