

Terms & Conditions

Effective Date: 31/03/2026

Welcome to Earthchild Café. By accessing or using our website, purchasing our products, or engaging with our services, you agree to be bound by the following Terms and Conditions.

1. General

These Terms and Conditions govern your use of our website and the purchase of our products.

By using this website, you confirm that you are at least 18 years old or have permission from a parent or guardian.

2. Products

We aim to ensure that all product descriptions, images, and prices are accurate. However:

- Colours and images may vary slightly from actual products
 - We reserve the right to modify or discontinue products at any time
 - Prices are subject to change without prior notice
-

3. Orders

All orders are subject to acceptance and availability.

We reserve the right to:

- Refuse or cancel any order
- Limit quantities purchased
- Correct errors in pricing or product information

Once an order is placed, you will receive confirmation via email or message.

4. Payment

Payment must be made in full before an order is processed.

We use secure third-party payment providers to handle transactions.
We do not store your payment details.

5. Shipping & Delivery

- Delivery times are estimates and may vary
- We are not responsible for delays caused by courier services
- Risk passes to the customer once the order has been dispatched

Shipping fees will be calculated at checkout where applicable.

6. Returns & Refunds

Due to the nature of our products:

- Returns are only accepted for damaged or defective items
- Claims must be made within 3 days of receiving your order
- Proof of purchase is required

We reserve the right to inspect returned items before issuing a refund or replacement.

7. Use of Products

Our products are for external use only unless otherwise stated.

Earthchild Café is not liable for:

- Allergic reactions
- Misuse of products
- Failure to follow instructions

We recommend performing a patch test before use.

8. Wholesale & Stockists

Wholesale pricing and access are available to approved applicants only.

We reserve the right to:

- Approve or decline wholesale applications
- Modify wholesale pricing and terms
- Limit quantities or product availability

Further terms may apply to wholesale agreements.

9. Intellectual Property

All content on this website, including:

- Logos
- Images
- Product descriptions
- Branding

is the property of Earthchild Café and may not be used, copied, or distributed without permission.

10. Limitation of Liability

Earthchild Café will not be held liable for:

- Indirect or consequential damages
 - Loss of profits or business
 - Any issues arising from the use of our products or website
-

11. Privacy

Your personal information is handled in accordance with our Privacy Policy.

12. Changes to Terms

We reserve the right to update or modify these Terms and Conditions at any time.

Changes will be effective upon posting on the website.

13. Governing Law

These Terms and Conditions are governed by the laws of South Africa.

14. Contact Information

If you have any questions regarding these Terms and Conditions, please contact us:

Earthchild Café

 Email: info@earthchildcafe.co.za