



Tots & Treasures Policy

Trading hours:

Monday - Friday: 08h00 - 17h00

Saturday: 09h00 - 13h00

Sunday: CLOSED

Website: www.totsandtreasures.co.za

Tots and Treasures is an online shop. I don't keep stock on hand. All items are sent directly from my suppliers to your door.

Order process:

Whatsapp/Website your order to the number provided, and please include a photo/screenshot of the item. An invoice will be created if your item is available. Please make payment within 24 hours as some items sell out fast. I will place your order once your payment clears in my account.

Please be advised that once you have placed your order, we accept that you agree to the following:

COURIER INSURANCE AVAILABLE Once your order is handed over to the courier, Tots and Treasures will not be held responsible for any damages/losses while in transit. NO REFUNDS on damaged/lost items.

Refunds, Returns/Exchanges & Order cancelation

!! !!NOTE: Clients have 24 hours after delivery to report any problems. If my supplier and I agree to exchange/refund then the client will have a further 24 hours to make such arrangements with us. We will not be able to assist thereafter.

!!!! Refunds will ONLY be arranged if the supplier is unable to deliver the goods.

Clothing & shoes: Make sure you order correct sizes etc, as we will not exchange these items. Please do consult with us if you are unsure of what size to order!! All shoes & clothing are standard SA sizes, unless stated otherwise.

Exchanges will only be done if the supplier sent the wrong item / if the item is faulty. Please report your problem within 24hrs after delivery! No exchanges will be arranged thereafter.

***Courier fee refunds* Regrettably we do not offer refunds on courier fees once the service has been used, seeing as these companies are independent.**

Cancelation: Orders can ONLY be canceled if I have not yet placed your order with my supplier.



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PLEASE TAKE NOTE: DISCLAIMER Many of our advert images are computerized, this means that the actual product may differ slightly from the image (colours, design, etc) No refunds/exchanges will be done due to dissatisfaction with your order, as you have been informed about the disclaimer above.

Please whatsapp all inquiries & orders to <https://wa.me/27674169612>

Suppliers Disclaimer PLEASE TAKE NOTE VERY IMPORTANT!!!!!! VERY IMPORTANT

⚠ NO LIABILITY & DELIVERY TERMS ⚠

🔒 NO LIABILITY WHEN BUYING PERFUMES

All perfumes are sold strictly at the buyer's own risk. We accept no liability whatsoever for any loss, damage, breakage, leakage, spillage, delays, failed deliveries, or related issues once orders have been packaged and dispatched from our premises.

This includes, but is not limited to:

- Damage during transit
- Courier handling or delays
- Third-party handling
- End-customer complaints or dissatisfaction

Any resale of perfumes is done entirely at the buyer's discretion and responsibility.

📦 RETURNED / UNCOLLECTED PARCELS

We accept no responsibility for parcels returned to us due to recipients being unavailable, unreachable, or failing to accept delivery.

📦 If a parcel is returned, the buyer will be liable for an additional delivery fee for the parcel to be resent.

🕒 OFFICE HOURS

🕒 Monday – Friday: 09:00 to 16:30

🕒 Weekends & Public Holidays: CLOSED

🚚 DELIVERY INFORMATION

- No same-day or overnight deliveries (high volumes may cause delays)



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- Delivery fees start from R120, depending on parcel size & weight
- Delivery timelines are not guaranteed and depend on courier performance

FINAL ACCEPTANCE

Placing an order and/or making payment confirms full acceptance of:

- All prices
- All delivery terms
- All disclaimers
- A complete waiver of liability against us.

Regards

Tots and Treasures Management