

Sit Pretty



Our Policies

Privacy Policy

Sit Pretty is committed to protecting your personal information and ensuring that your privacy is respected in accordance with the Protection of Personal Information Act (POPIA).

We collect personal information such as your name, email address, contact number, and delivery details when you:

- Place an order on our website
- Contact us via forms, email, or social media
- Subscribe to newsletters or marketing communications

Your personal information is collected for the following purposes:

- To process and fulfill your orders
- To communicate with you regarding your order or enquiry
- To provide customer support
- To improve our website, products, and services
- To send you promotional or marketing material (only where you have consented)

We take reasonable technical and organisational measures to protect your personal information against loss, misuse, unauthorised access, disclosure, or alteration.

We do not sell, rent, or trade your personal information to third parties. However, we may share your information with trusted third parties where necessary to:

- Process payments
- Deliver orders
- Comply with legal or regulatory obligations

These third parties are required to handle your information securely and in accordance with applicable data protection laws.

Our website may use cookies and similar technologies to enhance your browsing experience. These technologies help us understand user behaviour and improve website performance.

You have the right to:

- Request access to the personal information we hold about you
- Request correction or deletion of your personal information
- Object to the processing of your personal information
- Withdraw consent at any time (where processing is based on consent)

To exercise any of these rights, or if you have any questions about this policy, you may contact us via the details provided on our website.

We reserve the right to update this Privacy Policy from time to time. Any changes will be published on this page.

Cookie Policy

This website uses cookies and similar technologies to enhance your browsing experience and improve the functionality of our website.

Cookies are small text files that are stored on your device when you visit a website. They help us recognise your device and remember certain information about your preferences or past actions.

We use cookies for the following purposes:

- To ensure the website functions properly
- To understand how visitors interact with our website (such as pages visited and time spent)
- To improve website performance and user experience
- To remember your preferences and settings

We may use both session cookies (which expire when you close your browser) and persistent cookies (which remain on your device for a set period or until deleted).

Some cookies may be placed by third-party services that appear on our pages, such as analytics tools or embedded content. These third parties may collect and process your data in accordance with their own privacy policies.

By continuing to use this website, you consent to our use of cookies as outlined in this policy.

You have the option to manage or disable cookies through your browser settings. Please note that disabling cookies may affect the functionality of certain parts of the website.

For more information on how we process personal data, please refer to our Privacy Policy.

Terms and Conditions

By accessing and using this website, you agree to be bound by these Terms and Conditions, as well as any applicable laws and regulations, including the Consumer Protection Act.

Use of Website

This website is intended for lawful use only. You agree not to use this website in any way that may damage, disrupt, or impair its functionality or interfere with other users.

Product Availability

All products displayed on this website are subject to availability. We reserve the right to discontinue or modify products at any time without prior notice.

Pricing

All prices are displayed in South African Rand (ZAR) and are subject to change without notice. While we strive to ensure accuracy, errors may occur, and we reserve the right to correct any pricing errors and cancel orders affected by such errors.

Orders

Placing an order does not guarantee acceptance. We reserve the right to refuse or cancel any order at our discretion, including but not limited to:

- Product unavailability
- Errors in pricing or product descriptions
- Suspected fraudulent activity

You agree to provide accurate and complete information when placing an order.

Product Descriptions & Images

We make every effort to ensure that product descriptions and images are accurate. However, slight variations in colour, fabric, or design may occur due to screen settings or production processes.

Payment & Fulfilment

Orders will only be processed once confirmed according to the agreed process (e.g. payment confirmation or order acceptance). Sit Pretty reserves the right to delay or cancel orders where necessary.

Delivery & Collection

Delivery timelines are estimates and may be affected by third-party service providers. We are not liable for delays caused by couriers or external factors beyond our control.

Terms and Conditions

Limitation of Liability

1. Scope of Liability

To the fullest extent allowed under South African law, including the Consumer Protection Act 68 of 2008 (CPA), the Seller is not responsible for any indirect, incidental, or consequential losses arising from the purchase, delivery, use, or inability to use any decor items or furniture. This includes, for example, loss of income, loss of business, or damage caused by how the Buyer installs, uses, or maintains the items.

2. Condition of Goods

All decor items and furniture are sold subject to the mandatory warranties in the CPA. The Buyer has the right to receive goods that are of good quality, reasonably durable, and fit for their intended purpose. The Seller does not guarantee that the goods will meet any specific aesthetic preference, colour expectation, or design interpretation unless this was expressly confirmed in writing before purchase.

3. Installation, Assembly & Use

Where items require assembly, installation, or wall-mounting, the Buyer is responsible for ensuring that:

- the installation is done correctly and safely,
- the correct tools, fixings, and surfaces are used, and
- any structural or load-bearing requirements are met. The Seller is not liable for damage caused by incorrect assembly, improper installation, or misuse of the goods.

4. Natural Materials & Variations

Many decor and furniture items include natural materials (such as wood, fabric, leather, or stone). Natural variations in colour, grain, texture, or pattern are normal and not considered defects. The Seller is not liable for claims arising from such natural variations.

5. Wear & Tear

Normal wear and tear, fading, fabric pilling, or changes caused by sunlight, humidity, cleaning products, or everyday use are not defects under the CPA. The Seller is not responsible for damage caused by failure to follow care instructions.

6. Maximum Liability Cap

Where liability cannot be excluded, the Seller's total liability is limited to the amount paid by the Buyer for the specific item that gave rise to the claim. This cap is permitted under South African law if it is fair and reasonable, and it does not limit rights that cannot be waived under the CPA.

Terms and Conditions

7. Third-Party Delivery Services

The Seller uses third-party couriers for delivery. While reasonable care is taken to package goods safely, the Seller is not liable for delays, handling issues, or damage caused by the courier. However, the Buyer retains all rights under the CPA to receive goods in good condition and may request repair, replacement, or refund where applicable.

Intellectual Property

All content on this website, including images, branding, and text, remains the property of Sit Pretty and may not be used or reproduced without permission.

Changes to Terms

We reserve the right to update or modify these Terms and Conditions at any time. Continued use of the website constitutes acceptance of any changes.

Refund and Cancellation Policy

At Sit Pretty, we strive to ensure that every customer is satisfied with their purchase. As many of our products are custom-made or made to order, the following policy applies:

Order Cancellations

Orders may be cancelled prior to production commencing. Once production has started, cancellations may no longer be possible due to the customised nature of the products.

Custom & Made-to-Order Items

As our products are often made specifically to your order, custom or made-to-order items are generally not eligible for refunds, exchanges, or returns, unless the item is materially defective.

Defective or Incorrect Items

If you receive a product that is materially defective or damaged, please notify us within 2 Business days of receiving your order.

To help us process your return quickly, please provide:

- your order number,
- photos of the item (and packaging, if damaged),
- a brief description of the issue.

If your claim is approved, we will:

- Repair the item
- Replace the item, or
- Offer a refund, depending on the situation

Refund Process

Approved refunds will be processed within 5-7 workdays. The method of refund will depend on the original order arrangement (e.g. reversal of payment or agreed alternative).

Refund and Cancellation Policy

Non-Refundable Situations

The following are not considered defects and are not eligible for returns or refunds:

- Change of mind
- Incorrect selections made by the customer
- Minor variations in colour, fabric, or design
- Delays caused by third-party delivery services
- Normal wear and tear
- Fabric pilling
- Fading from sunlight exposure
- Damage caused by incorrect cleaning products
- Damage caused by improper assembly, installation, or misuse.

Collection & Delivery

Customers are responsible for ensuring correct delivery or collection details are provided. Sit Pretty cannot be held responsible for delays or issues caused by incorrect information or third-party couriers.

Right to Assess

Sit Pretty reserves the right to assess each refund or return request on a case-by-case basis and to determine the appropriate resolution