

TERMS & CONDITIONS

Last Updated - 1 July 2026

Welcome to Nature's Buys.

By accessing or purchasing from our website, you agree to the following Terms and Conditions.

Please read them carefully before placing an order.

1. GENERAL

These Terms and Conditions govern the use of our website and purchases made through Nature's Buys.

By using this website, you confirm that:

- You are at least 18 years old or have permission from a parent/legal guardian
- You provide accurate and complete information during checkout
- You will not use this website unlawfully or fraudulently

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

2. PRODUCT DISCLAIMER

Nature's Buys offers premium fragrance products inspired by well-known scents.

Our products are independently created fragrance interpretations and are NOT original designer fragrances.

We are not affiliated/associated with, endorsed/sponsored by any trademark owner, designer brand, manufacturer, or luxury fragrance company.

Any references to fragrance names, scent profiles, or trademarks are used strictly for identification and comparison purposes only.

All trademarks remain the property of their respective owners.

Customers acknowledge that they understand they are purchasing a fragrance inspired by scent profiles and not original branded products.

3. PRODUCT DESCRIPTIONS

We strive to ensure product descriptions, images, pricing, and availability are accurate.

However:

- Fragrance experiences are subjective
- Product colours or packaging may differ slightly due to photography or screen settings
- Scent longevity varies by individual body chemistry

We reserve the right to:

- Change pricing without notice
- Correct errors
- Discontinue products at any time

4. ORDERS

Once an order is placed:

- You will receive an order confirmation email
- Orders are subject to payment verification
- Orders may be cancelled if payment cannot be verified

We reserve the right to refuse or cancel any order for reasons including:

- Incorrect pricing
- Product unavailability
- Suspected fraud
- Technical errors

5. PAYMENT

We accept approved payment methods displayed during checkout.

Orders are processed only after payment clears successfully.

Prices displayed are in South African Rand (ZAR) unless stated otherwise.

Customers are responsible for any banking charges or fees.

6. SHIPPING POLICY

Processing Time

Orders are generally processed within:

- 1–3 Business days during standard periods (excludes weekends and public holidays)

During sales, holidays, promotions, or peak periods, processing may take longer.

7. SHIPPING METHODS

Shipping options may include:

- Standard courier: 3–7 business days
- Express courier: 1–3 business days
- Collection (if available): Notification provided when ready

Shipping timelines are estimates and are not guaranteed.

8. DELIVERY DELAYS

We are not responsible for delays caused by:

- Civil unrest
- Courier disruptions
- Circumstances beyond our control
- High shipping volumes
- Incorrect customer information
- Public holidays
- Strikes
- Weather conditions/events

Once an order leaves our premises and is handed to a courier provider, delivery timelines become estimates only.

9. CUSTOMER RESPONSIBILITIES

Customers are responsible for:

Providing accurate:

- Full names
- Contact information
- Shipping address
- Delivery instructions

Incorrect information causing failed delivery attempts may result in additional shipping charges.

Customers must monitor shipment notifications and tracking information.

10. DAMAGED, LOST, OR INCORRECT ORDERS

If you receive:

- Damaged items
- Incorrect products
- Leaking products
- Missing items

You must notify us within:

- 48 Hours of delivery
- Claims submitted after this period may not qualify for assistance

To process a claim customers must provide:

- Order number
- Clear photos of packaging
- Clear photos of product damage
- Description of issue

We reserve the right to investigate all claims.

11. LOST PARCELS

A parcel is considered potentially lost if:

- Tracking shows no movement for an extended period
- Courier confirms investigation requirements

Investigations may take several business days.

Replacement or refund decisions remain at our discretion after courier investigation completion.

12. RETURNS & EXCHANGES

Due to hygiene and cosmetic regulations, perfumes cannot be returned once opened or used.

Returns may only be accepted if:

- Product arrived damaged
- Product remains unopened and unused
- Wrong product was sent

Approved returns must be sent back in original packaging.

Return shipping costs may apply unless the error was ours.

13. REFUNDS

Refunds may be approved for:

- Products unavailable after purchase
- Verified damaged goods
- Approved return cases

Refund processing may take:

- 5–10 Business days depending on financial institutions
- Shipping fees are generally non-refundable

14. LIMITATION OF LIABILITY

Nature's Buys shall not be liable for:

- Allergic reactions
- Delivery delays
- Indirect damages
- Loss of profits
- Skin sensitivities
- Third-party courier actions

Customers should discontinue use immediately if irritation occurs.

15. INTELLECTUAL PROPERTY

All website content including:

- Branding
- Graphics
- Images
- Logos
- Text

Remains property of Nature's Buys.

No material may be copied or used without written permission.

16. PRIVACY

Customer information is collected for:

- Communication
- Order fulfilment
- Shipping purposes

Personal information will not be sold to third parties.

17. GOVERNING LAW

These Terms and Conditions shall be governed by the laws of the Republic of South Africa.

Any disputes arising shall be handled within South African courts.

18. CONTACT US

Nature's Buys

Email address: info@naturesbuys.co.za

Business address: Bloemfontein, Free State