

Terms & Conditions

DEFINITIONS

"Client" refers to the individual or company requesting services.

"Service Provider" refers to Eco Signs and Designs, its employees, and representatives.

"Services" refers to vehicle detailing, paint correction, ceramic coating, vinyl wrapping, PPF (Paint Protection Film), signage, branding and any other agreed work.

Bookings and Deposits

A 80% deposit is required to secure a booking. Full payment is due upon completion unless otherwise agreed.

Cancellations made less than 48 hours before the appointment may forfeit the deposit.

Bookings are confirmed only once the deposit is received.

Full payment for all work done will be due and payable in advance and Eco Signs and Designs reserves the right to charge interest on all unpaid amounts due by you.

Service Scope

All work will be carried out as per the description provided in the quote or invoice.

Additional work outside the agreed scope will require written approval and may incur extra charges.

Customer Responsibilities

The vehicle must be delivered clean and free of personal belongings.

The Client must disclose any pre-existing damage, resprayed panels, or aftermarket parts.

The Client is responsible for collecting the vehicle within 24 hours of notification of completion.

Warranties and Liability

Vinyl wraps and ceramic coatings may have manufacturer warranties, subject to correct care and maintenance.

The Service Provider is not liable for:

Pre-existing damage or defects;

Paint lifting on resprayed or poorly prepped panels;

Water ingress, panel misalignment, or trim damage due to poor OEM quality;

Damage caused by misuse or poor maintenance after delivery.

Paint Protection and Wrap Care

The Client agrees to follow all aftercare instructions.

Failure to follow care instructions may void any warranties.

7. Risk and Indemnity

Vehicles are stored and worked on at the Client's risk. Reasonable care is taken, but the Service Provider is not liable for loss, theft, or damage due to unforeseen events (e.g., fire, natural disasters).

The Client indemnifies the Service Provider against claims arising from third-party damage or legal disputes.

8. Delays

While every effort is made to complete work on time, delays may occur due to weather, material availability, or technical issues. The Service Provider will notify the Client promptly.

9. Photography and Marketing

The Service Provider reserves the right to take photos and videos of the vehicle before, during, and after services for marketing purposes unless the Client specifically opts out in writing.

10. Modifications to the service and prices

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

11. Governing Law

These Terms are governed by the laws of the Republic of South Africa.

Disputes will be handled by a competent court within the jurisdiction of Kwa -Zulu Natal.

12. Consumer Rights

Nothing in these Terms limits your rights under the Consumer Protection Act (No. 68 of 2008).

13. Acceptance

By signing the job card or invoice, or paying the deposit, the Client acknowledges and accepts these Terms and Conditions.

RETURNS & EXCHANGES

GENERAL

- **Late Delivery & Shortages:** If a product you have purchased is not delivered within the agreed delivery period (or where no specific period is agreed, within 30 days after having purchased the product) you are entitled to cancel such purchase on 7 days notice to Eco Signs and Designs. Should a product that you have ordered be out of stock, Eco Signs and Designs will notify you thereof, whereupon:
 1. In the event of a temporary out-of-stock situation, you shall be entitled to cancel the order and be fully refunded, or to maintain the sale subject to a later delivery date as may be agreed;
 2. In the event of a permanent out-of-stock situation, you shall be entitled to be fully refunded.
- **Incorrect Product Delivery:** If the incorrect product is delivered to you (i.e. it is not the product you purchased), please do not remove the product from its original packaging, open or use the product in any way. Please contact Eco Signs and Designs, so that we can resolve the mistake by collecting the product from you and delivering the correct one as soon as possible.

PRODUCT RETURNS

- No returns be applicable to any and/or all Special order goods.
- Section 56 of Consumer Protection Act applies.

SEVERABILITY

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

TERMINATION

This will be assessed on a case-by-case basis.

ENTIRE AGREEMENT

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

WAIVER/DISCLAIMER

Eco Signs And Designs is not liable for incidental damage during the installation process, which the vehicle owner accepts, once a deposit is made