Contact Number: 068 912 6438
Email: info@inspiredbydt.co.za
Website: www.inspiredbydt.co.za

Cancellation Policy

1. How to request cancellation

Email info@inspiredbydt.co.za as soon as possible with the order or quotation reference, name and reason (optional). We confirm the order's current status and the cancellation outcome in writing.

2. Standard unbranded orders

Before dispatch, we will ordinarily accept cancellation and refund amounts paid, subject to any lawful, disclosed costs that may apply. After delivery, eligible unbranded goods can be returned under our voluntary 14-day Refund & Returns Policy or any applicable statutory right.

3. Custom orders before production

Custom-branded production starts only after payment and written artwork approval. A customer may request cancellation before production begins. Any deduction for already completed, separately authorised design work or non-recoverable committed costs must be lawful, reasonable, explained and supported by the applicable agreement; statutory rights override such deductions. We will confirm any proposed deduction before finalising the cancellation.

4. Custom orders after production begins

Once approved custom production has started, a change-of-mind cancellation is not automatically refundable. We will review whether production can be stopped, assess demonstrable costs and apply applicable consumer law, including any relevant rights to cancel and limits on reasonable cancellation charges. Personalised goods may be exempt from ECTA section 44 cooling-off, but remain subject to rights for defects and incorrect supply.

5. Online cooling-off and services

For qualifying electronic transactions, consumers may exercise the seven-day ECTA cooling-off right, subject to statutory exceptions (including personalised goods and certain services commenced with consent). We will not charge a cancellation penalty where the law prohibits one. Statutory refunds will be made within the required timeframe.

6. Cancellation by Inspired by DT

If we cannot fulfil an order because of unavailability, an error or another legitimate reason, we will notify the customer promptly, offer lawful alternatives and refund

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payments where required. We will not substitute products or increase agreed charges without approval.

7. Refund method and disputes

Approved refunds are returned to the original payment method wherever possible. If unavailable, a secure alternative will be agreed. Contact info@inspiredbydt.co.za for a review of any cancellation charge or decision. Effective 18 November 2026. Customer service: info@inspiredbydt.co.za | Website: https://www.inspiredbydt.co.za | Country: South Africa