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

Shipping & Delivery Policy

1. Delivery area and options

Inspired by DT arranges deliveries within South Africa to serviceable addresses, subject to courier coverage and product restrictions. Collection or special freight arrangements may be offered by written agreement. Any international or cross-border order requires a separate written quotation and confirmation of customs responsibilities.

2. Fees

Shipping is not a universal fixed fee: delivery charges are calculated and quoted per order based on destination, dimensions, weight, quantity and delivery method. The full delivery charge is disclosed and accepted before payment. No unapproved additional courier charge will be added after order acceptance.

3. Processing and lead times

For standard in-stock unbranded products, we provide an estimated dispatch/delivery period at checkout or in the quotation. Custom production begins only after full payment and written artwork approval; quoted lead times start from the later of those events unless stated otherwise. Estimated dates are not guarantees unless expressly agreed. Orders requiring sourcing, specialist manufacturing or bulk quantities may take longer; the agreed quotation will specify the applicable timeframe.

4. Dispatch and tracking

Where tracking is available, we send the courier details or tracking reference once dispatched. Customers must provide an accurate address and a reachable recipient. Please notify us promptly if delivery information changes; a change after dispatch may incur a reasonable, disclosed rerouting cost.

5. Delays, non-delivery and unavailable goods

We will notify customers of significant delays and propose a revised date or lawful remedy. Unless a different period is agreed, electronic orders are subject to the ECTA 30-day performance rule and applicable cancellation rights. If ordered goods are unavailable, we will notify the customer and provide the refund required by law. We do not exclude liability for delivery failures where the law places responsibility on us.

6. Damaged or incorrect deliveries

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Please check packages promptly and report visible damage, missing items or incorrect goods to info@inspiredbydt.co.za with photographs if possible. Reporting promptly assists investigation, but does not shorten statutory rights. We will arrange an appropriate remedy and, where required, collection at our expense.

7. Delivery confirmation

A courier delivery scan or recipient signature may be used to investigate delivery status, but does not override the customer's rights under applicable law. Effective 18 November 2026.

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