

GLITTERZ GLOW

TERMS & CONDITIONS

Effective Date: 2 September 2026

Business Name: Glitterz Glow

Website: www.glitterzglow.co.za

1. INTRODUCTION

These Terms & Conditions govern your use of the Glitterz Glow online store and the purchase of products through our website.

By accessing, browsing or placing an order through the Glitterz Glow website, you agree to be bound by these Terms & Conditions, together with our applicable Privacy Policy, Refund, Return & Exchange Policy and Shipping & Delivery Policy.

If you do not agree with these Terms & Conditions, please do not use our website or place an order.

Nothing in these Terms & Conditions is intended to exclude or limit any rights that consumers have under applicable South African law.

2. ABOUT GLITTERZ GLOW

Glitterz Glow is an e-commerce business that sells beauty, skincare and related products to consumers.

Our contact details are:

Email: support@glitterzglow.co.za

Telephone/WhatsApp: [+27 79 391 0560](tel:+27793910560)

Business Address: No 18 Thabo Mbeki Street, Polokwane, 0699

Website: www.glitterzglow.co.za

3. ACCEPTANCE OF TERMS

By using our website or purchasing products from Glitterz Glow, you confirm that:

- You have read and understood these Terms & Conditions;
- You agree to comply with them;

- The information you provide to us is accurate and complete;
- You are legally capable of entering into a binding transaction; and
- You will use our website lawfully and responsibly.

If you are purchasing on behalf of another person or business, you confirm that you have authority to do so.

4. PRODUCTS AND PRODUCT INFORMATION

Glitterz Glow makes reasonable efforts to ensure that product descriptions, images, prices, ingredients, sizes and other product information displayed on the website are accurate.

However:

- Product colours may appear slightly different depending on your device or screen;
- Packaging may change from time to time;
- Product images may be for illustrative purposes;
- Availability may change without prior notice; and
- Minor differences between product images and the actual product may occur.

Where information is incorrect or a product does not comply with applicable consumer requirements, your rights under applicable law remain unaffected.

5. PRODUCT USE AND CUSTOMER RESPONSIBILITY

Customers should carefully read the product description, ingredient information, directions for use and warnings before using any Glitterz Glow product.

Customers should:

- Follow the instructions supplied with the product;
- Store products according to the manufacturer's instructions;
- Keep products away from children where applicable;
- Stop using a product if an unexpected reaction occurs; and
- Seek appropriate professional advice where they have concerns about an ingredient or product.

Glitterz Glow does not provide medical advice through its online store.

Product information provided on the website should not be treated as a diagnosis, medical treatment or guarantee of a particular result.

6. ORDERS

When you place an order, you are making an offer to purchase the selected products at the displayed price and subject to these Terms & Conditions.

After placing an order, you may receive an order confirmation.

An order confirmation does not necessarily mean that Glitterz Glow has accepted the order in every circumstance.

Glitterz Glow may contact you if there is a problem with your order, including:

- Product unavailability;
- Pricing errors;
- Payment problems;
- Incorrect customer information;
- Suspected fraudulent activity; or
- Delivery difficulties.

Where an order cannot reasonably be fulfilled, Glitterz Glow will communicate with the customer and provide an appropriate remedy in accordance with applicable law.

7. PRODUCT AVAILABILITY

All products are subject to availability.

Glitterz Glow will make reasonable efforts to maintain accurate stock information.

If a product becomes unavailable after an order has been placed, we may contact you regarding an alternative product, delayed fulfilment or applicable refund.

8. PRICING

All prices displayed on the Glitterz Glow website will be stated in **South African Rand (ZAR)** unless otherwise indicated.

Prices may change from time to time.

Any applicable taxes will be handled in accordance with applicable South African law.

The price applicable to your order will generally be the price displayed at the time you complete the purchase, subject to any obvious pricing error or other circumstances permitted by law.

9. PAYMENT

Payment must be successfully received or authorised before an order is processed for dispatch.

Glitterz Glow may use third-party payment service providers to process payments securely.

We do not intentionally request or store confidential banking credentials such as your banking PIN or online banking password.

If a payment is unsuccessful, the order may not be processed until successful payment is received.

10. PROMOTIONS, DISCOUNTS AND VOUCHERS

Glitterz Glow may offer promotional discounts, vouchers, special offers, competitions and other marketing campaigns.

Promotions may have additional terms, including:

- Start and end dates;
- Minimum purchase requirements;
- Eligible products;
- Maximum discount amounts;
- One voucher per customer;
- Restrictions on combining promotions; or
- Other conditions communicated during the promotion.

Promotional offers may not be exchanged for cash unless otherwise stated or required by law.

Glitterz Glow reserves the right to correct genuine errors in promotional information.

11. SHIPPING AND DELIVERY

Orders will be delivered in accordance with our **Shipping & Delivery Policy**.

Delivery times are estimates and may be affected by circumstances outside the reasonable control of Glitterz Glow.

Customers are responsible for providing accurate delivery information.

For detailed information about shipping charges, delivery areas, estimated delivery times and tracking, please refer to our Shipping & Delivery Policy.

12. RETURNS, REFUNDS AND EXCHANGES

Returns, refunds and exchanges are governed by our **Refund, Return & Exchange Policy**.

Nothing in that policy or these Terms & Conditions removes any mandatory consumer rights provided by South African law.

Where a product is defective, damaged, unsafe, incorrect or otherwise does not meet applicable legal requirements, the customer may have rights to a repair, replacement or refund depending on the circumstances.

13. CANCELLATION OF ORDERS

Customers may request cancellation of an order by contacting Glitterz Glow as soon as possible.

If an order has already been processed, packed or dispatched, cancellation may no longer be possible and the matter may instead be handled under our Refund, Return & Exchange Policy and applicable consumer law.

Nothing in this section limits any statutory cancellation rights that may apply.

14. WEBSITE USE

Customers agree not to:

- Use the website for unlawful purposes;
- Attempt to gain unauthorised access to our systems;
- Interfere with the operation or security of the website;
- Upload malicious software or harmful content;
- Copy or misuse website content without permission;
- Use automated systems to improperly access the website;
- Attempt fraudulent transactions; or
- Misrepresent their identity or information.

Glitterz Glow may take reasonable steps to protect the website, customers and business against misuse or fraudulent activity.

15. INTELLECTUAL PROPERTY

Unless otherwise stated, the content appearing on the Glitterz Glow website belongs to or is licensed to Glitterz Glow.

This may include:

- Logos;
- Brand names;
- Product photographs;
- Graphics;
- Text;
- Designs;
- Website layouts;
- Marketing materials; and
- Other original content.

You may not reproduce, modify, distribute, sell or commercially exploit our intellectual property without prior written permission, except where permitted by law.

16. CUSTOMER REVIEWS AND CONTENT

Where customers are permitted to submit reviews, photographs, comments or other content, customers must ensure that their submissions are lawful, truthful and do not infringe another person's rights.

Customers must not submit content that is:

- Fraudulent;
- Abusive;
- Defamatory;
- Threatening;
- Discriminatory;
- Infringing of intellectual-property rights;
- Misleading; or
- Unlawful.

Glitterz Glow may remove or decline to publish content that violates these requirements.

17. PRIVACY AND PERSONAL INFORMATION

Glitterz Glow respects customer privacy.

Personal information collected through the website will be handled in accordance with our **Consumer Privacy Policy** and applicable South African privacy legislation, including the Protection of Personal Information Act (POPIA).

By using the website, customers acknowledge that their personal information may be processed for legitimate business purposes as described in our Privacy Policy.

18. THIRD-PARTY SERVICES

Our website may use third-party services, including:

- Payment providers;
- Courier companies;
- Website hosting providers;
- Marketing platforms;
- Analytics providers; and
- Social media services.

Third-party services may have their own terms and privacy policies.

Glitterz Glow is not responsible for matters arising solely from a third party's systems or policies, subject to any rights the customer has under applicable law.

19. WEBSITE AVAILABILITY

Glitterz Glow will make reasonable efforts to keep the website available and functioning.

However, we cannot guarantee that the website will always be:

- Available;
- Error-free;
- Secure from every possible threat; or
- Free from interruptions.

The website may occasionally be unavailable because of maintenance, technical problems, upgrades or circumstances outside our reasonable control.

20. LIMITATION OF LIABILITY

Glitterz Glow will not be liable for losses that are not reasonably foreseeable or that arise solely from circumstances outside our reasonable control, subject to applicable law.

Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited by law.

Nothing in these Terms & Conditions limits a consumer's statutory rights under applicable South African consumer-protection legislation.

21. FORCE MAJEURE

Glitterz Glow will not be responsible for delays or failure to perform obligations caused by circumstances beyond our reasonable control.

These may include:

- Natural disasters;
- Severe weather;
- Fires;
- Floods;
- Power outages;
- Internet or telecommunications failures;
- Strikes;
- Civil disturbances;
- Government restrictions;
- Courier disruptions;
- Epidemics or pandemics; or
- Other events beyond our reasonable control.

Where possible, Glitterz Glow will communicate significant delays to affected customers.

22. FRAUD AND SUSPICIOUS TRANSACTIONS

Glitterz Glow may investigate transactions that appear fraudulent, suspicious or unlawful.

We may take reasonable steps to protect customers and the business, including contacting the customer for verification or declining a transaction where permitted by law.

This does not affect legitimate consumer rights.

23. GOVERNING LAW

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

Any dispute relating to these Terms & Conditions will be dealt with in accordance with applicable South African law and the jurisdiction of the appropriate South African courts or relevant dispute-resolution body.

24. CONSUMER PROTECTION

Glitterz Glow is committed to complying with applicable consumer-protection requirements.

Nothing in these Terms & Conditions is intended to:

- Waive a consumer's legal rights;
- Exclude mandatory statutory protections;
- Prevent a customer from exercising rights provided by law; or
- Create a contractual term that is prohibited by applicable legislation.

Where these Terms & Conditions conflict with a mandatory provision of applicable law, the mandatory legal provision will prevail.

25. CHANGES TO THESE TERMS & CONDITIONS

Glitterz Glow may update these Terms & Conditions from time to time.

The latest version will be published on the Glitterz Glow website.

The updated Terms & Conditions will include the applicable effective date.

Customers are encouraged to review these Terms & Conditions periodically.

Yes. I recommend adding a **detailed Customer Complaints & Dispute Resolution Process** as a new section in your Terms & Conditions, rather than leaving complaints only under the individual refund or shipping policies.

Here is wording you can insert as **Section 25**, with the later sections renumbered accordingly:

GLITTERZ GLOW

CUSTOMER COMPLAINTS & DISPUTE RESOLUTION PROCESS

25. CUSTOMER COMPLAINTS

Glitterz Glow values customer feedback and is committed to handling complaints fairly, transparently and professionally.

If you are unhappy with a product, service, order, delivery, payment, refund, customer-service experience or any other aspect of your interaction with Glitterz Glow, we encourage you to contact us so that we can investigate and attempt to resolve the matter.

25.1 HOW TO LODGE A COMPLAINT

Customers may submit complaints using any of the following channels:

Email: support@glitterzglow.co.za

WhatsApp/Telephone: [+27 79 391 0560](tel:+27793910560)

Business Address: No 18 Thabo Mbeki Street, Polokwane, 0699

Where possible, complaints should be submitted in writing so that there is a clear record of the complaint and the steps taken to resolve it.

25.2 INFORMATION TO INCLUDE

To help us investigate your complaint efficiently, please provide:

1. Your full name and surname;
2. Contact telephone number;
3. Email address;
4. Order number or transaction reference;
5. Date of purchase;
6. Product or service concerned;
7. A clear description of the complaint;
8. The date the problem occurred;
9. Photographs or videos, where relevant;
10. Proof of payment or purchase, where applicable; and
11. The outcome or solution you are requesting.

Customers should provide as much relevant information as reasonably possible.

25.3 ACKNOWLEDGEMENT OF COMPLAINT

Glitterz Glow will endeavour to acknowledge receipt of a written complaint within **2 business days**.

The acknowledgement may confirm:

- That the complaint has been received;
- The person or department handling the complaint;
- Whether additional information is required; and
- The expected next steps.

The acknowledgement does not necessarily mean that the complaint has been accepted or that a particular remedy will be provided.

25.4 INVESTIGATION

Glitterz Glow will review the complaint and may:

- Review the customer's order and payment records;
- Review delivery and courier information;
- Inspect photographs or other evidence;
- Contact the customer for additional information;
- Contact relevant service providers where necessary; and
- Review applicable company policies and consumer-protection requirements.

Customers are expected to cooperate reasonably with the investigation.

25.5 RESPONSE TO COMPLAINTS

Glitterz Glow will endeavour to provide a substantive response within **5–10 business days** after receiving all reasonably necessary information.

Some complaints may require additional investigation, particularly where they involve:

- Courier investigations;
- Payment providers;
- Product defects;
- Product safety;
- Third-party service providers; or
- Matters requiring additional documentation.

Where additional time is required, Glitterz Glow will endeavour to keep the customer informed of the progress of the complaint.

25.6 POSSIBLE RESOLUTIONS

Depending on the nature of the complaint and applicable law, Glitterz Glow may consider an appropriate resolution, which may include:

- Explanation or clarification;
- Replacement of a product;
- Repair, where applicable;
- Refund;
- Exchange;
- Store credit, where legally permitted and agreed to by the customer;
- Correction of an error;
- Re-delivery of an order; or
- Another appropriate remedy.

The resolution offered will depend on the circumstances of the complaint and the customer's rights under applicable law.

25.7 COMPLAINTS ABOUT DAMAGED OR DEFECTIVE PRODUCTS

Where a complaint concerns a damaged, defective, unsafe or incorrect product, customers should stop using the product where appropriate and contact Glitterz Glow as soon as reasonably possible.

Customers may be asked to provide photographs, videos, product details, batch numbers, packaging or other information reasonably necessary to investigate the complaint.

Please also refer to our **Refund, Return & Exchange Policy**.

25.8 COMPLAINTS ABOUT DELIVERY

Where a complaint concerns a delayed, missing, lost or damaged delivery, Glitterz Glow may investigate the matter with the relevant courier.

Customers may be asked to provide their order number, delivery address and tracking information.

Please also refer to our **Shipping & Delivery Policy**.

25.9 ESCALATION

If a customer is not satisfied with the initial response, the customer may request that the complaint be escalated.

An escalated complaint should include:

- The original complaint;
- The response received;
- The reason the customer remains dissatisfied; and
- Any additional information or evidence relevant to the matter.

Glitterz Glow will review the escalation and, where appropriate, provide a further response.

25.10 EXTERNAL DISPUTE RESOLUTION

Glitterz Glow encourages customers to give us a reasonable opportunity to resolve complaints directly.

Where a dispute cannot be resolved directly, customers may have rights to approach an appropriate consumer-protection, regulatory or dispute-resolution body, subject to the applicable law and jurisdiction.

Nothing in this complaints process prevents a customer from exercising any statutory right available under South African law.

25.11 NO RETALIATION

Glitterz Glow will not penalise or disadvantage a customer simply because the customer has made a genuine complaint or exercised a lawful consumer right.

Customers are expected to communicate respectfully and provide truthful information during the complaints process.

25.12 RECORD KEEPING

Glitterz Glow may keep reasonable records of customer complaints, correspondence, investigations and resolutions for legitimate business, legal, regulatory and quality-control purposes.

Personal information contained in complaint records will be handled in accordance with our **Consumer Privacy Policy** and applicable privacy laws.

25.13 CUSTOMER FEEDBACK

Customers are encouraged to provide honest feedback about their experience with Glitterz Glow.

Feedback helps us identify areas where we can improve our products, website, delivery services and customer support.

Glitterz Glow Customer Complaints Contact

Email: support@glitterzglow.co.za

WhatsApp/Telephone: +27 79 391 0560

Business Address: No 18 Thabo Mbeki Street, Polokwane, 0699

Website: www.glitterzglow.co.za

Important: I've deliberately used "endeavour to" for the response timeframes rather than promising legally binding turnaround periods. Before publishing the full Terms & Conditions, it would be wise to have the final document reviewed by a South African legal professional, particularly because your business sells beauty/skincare products and the CPA and POPIA may impose specific requirements.

26. SEVERABILITY

If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, that provision will be interpreted or amended to the extent necessary to make it lawful where possible.

The remaining provisions will continue to apply to the extent permitted by law.

27. ENTIRE AGREEMENT

These Terms & Conditions, together with the applicable Privacy Policy, Shipping & Delivery Policy and Refund, Return & Exchange Policy, constitute the principal terms governing the customer's use of the Glitterz Glow online store and purchases made through it.

Additional terms may apply to specific promotions, products or services where expressly communicated.

28. CONTACT US

For questions regarding these Terms & Conditions, orders, products or our policies, please contact:

GLITTERZ GLOW

Email: support@glitterzglow.co.za

Telephone/WhatsApp: +27 79 391 0560

Business Address: No 18 Thabo Mbeki Street, Polokwane, 0699

Website: www.glitterzglow.co.za

CUSTOMER ACKNOWLEDGEMENT

By using the Glitterz Glow website or placing an order, you acknowledge that you have had an opportunity to read and understand these Terms & Conditions.

Glitterz Glow is committed to providing customers with quality beauty and skincare products, secure online shopping and fair, transparent customer service.

Last Updated: 2 September 2026