



Keitu

H a i r C a r e



Terms & Conditions

Our website (www.keituhaircare.com) is operated and run by: Conte the Creative Agency (www.contecreatives.com). Access to and use of this website and the products and services available through this website (collectively, the “services”) are subject to the following terms and conditions and notices (“the terms of service”). By using the services you are agreeing to all of the terms of service, as may be updated by us from time to time. You should check regularly to take notice of any changes we may have made to the terms of service.

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Terms of Sale

By placing an order you are offering to purchase a product on and subject to the following terms and conditions. All orders are subject to availability and confirmation of the order price.

Dispatch times may vary according to availability and subject to any delays resulting from postal/courier delays for which we will not be responsible.

In order to contract with Keitu Hair Care (Pty) Ltd (www.keituhaircare.com) you must be over 18 years of age and possess a valid credit or debit card issued by a bank acceptable to us. Keitu Hair Care (Pty) Ltd has the right to refuse any request made by you. If your order is accepted we will inform you via email and we will confirm the identity of the party you have contracted with. The costs of our products may fluctuate. All prices advertised are subject to such changes.

Our Contract

All orders must be made and confirmed via e-mail (keitu@keituhaircare.com)

When you place an order, you will receive a quotation acknowledgment e-mail confirming receipt of your order: this email will only be an acknowledgment and will not constitute acceptance of your order. A contract between us will be formed once you accept the quotation and once we confirm that the goods which you ordered are available for you. Only those goods listed in the confirmation e-mail sent will be included in the contract formed.

Pricing and Availability

Delivery costs will be charged in addition; such additional charges are clearly displayed where applicable and included in the "Total Cost".

We have different sizes of our products for both our Adults & Kids hair range; our products and product sizes are subject to availability. Our accessories come in different styles and patterns and may change from time to time which means the prices of our accessories may change as well.

Payment

Once we issue your invoice and payment has been made and you have selected and confirmed how you would like to receive your package/goods (courier/ collection). Note that full payment should reflect into our account before packages/goods are released (more importantly if you are using a different bank to ours).

Note that we advise all payments be done via Internet Banking as there will be no additional bank charges which we will include in your "Total Cost". Other resorts such as; Cash deposits and ATM payments will result in you paying additional costs and will be included in your "Total Cost".

You may not purchase any of our products on credit; full payment will secure your package. We do not accept cash when you collect your goods (cash on delivery).

Collections/Courier/Post options

Once all payments have been made we will courier your package and notify you on which day and when your package should arrive.

Collection Location:

Note: (We no longer offer a collections service due to cancellation by our estate management due to residence parcels/packages missing by our reception area).

***Blue Valley Golf and Country Estate
Kosmosdal
Centurion***

Courier/Post

We will be charging a courier fee for packages which you would like us to courier to you (courier fee) which will be included in your "Total Cost". All courier rates are dependent on the courier company we will be using which we will inform you of so that you are knowledgeable of their rates. Most courier companies have an overnight delivery option (You can get your package/goods in 24hrs) or 2/3 working day's option.

Voetstoots

Our products are of sale or purchase without guarantee or warranty; at the buyer's risk. We do not give any refunds/money back, once you have paid for your goods we will make sure you receive the goods and sizes you paid for.

We request that you take a before picture of your hair before purchasing any of our products which stimulate hair growth (specifically our Hair Fertilizer / Hair food and Hair Growth Spray) and monitor your hair growth for a period of 30 days and take an after picture to see the difference.

Our products are interlinked (they work best when used together) for effective hair growth results its best to purchase the Hair Fertilizer/Hair food and the Hair Growth Spray they cannot work alone.

If you feel our products have not worked for you in a period of 30 days (specifically our products which stimulate hair growth: our Hair Fertilizer/Hair food and Hair Growth Spray, you may bring back the products with 50% of the content inside (which we will weigh for an accurate 50% and re-evaluate the product given back to us ("the ingredients") and you can exchange it for another product. We do not refund money back. Please note that the re-evaluation may take (+/- 7days).

We do not allow any exchanges or returns for products which require you to rinse off or cleanse such as; Conditioners, Shampoos and Treatment oils.

We require a valid payment receipt valid for exchange after a period of 30days.

If you will still be applying chemicals like relaxers or hair dyes that contain chemicals; do not use our products for Three weeks prior/before your next relaxer as your pores will still be very much open (our products may open up your pores with continuous application!). We strongly however recommend and support the Natural hair movement as harsh chemicals can be very damaging to be scalp.)

If you have exchanged a product/products you feel have not worked for you, we require you to no longer purchase any of our products as they have previously not worked for you due to your exchange. We will be keeping a record of those who have exchanged products and we will no longer allow you to purchase any of our products in order to avoid further exchanges.

If you have previously relaxed your hair or have used any harsh chemicals (including those in hair dyes) which may results in minor/major scalp damage, we request that you do not purchase our product, as harsh chemicals results in minor/major scalp damage which may result in our products not being as effective. Most of our clients who had minor scalp damage who insisted on trying our products only saw hair growth results in a period of two months (60 days). No two scalps are the same hence some may see extremely amazing hair growth results in a short period of time and others may see minimal results and others none; all this is dependent on the health of your scalp and how well your scalp receives our products. Our products are not a "1 fits all" no product is. If you already have some sort of scalp damage we request that you do not purchase any of our products as such cases will require medical treatments. Please note that we do not offer any guarantees on our products; what works for someone else may not work for you, our product results may differ from person to person.

Remember if you are not following a particular routine (using our products daily with correct application) and following a healthy diet with a lot of water, your hair will not grow!

Private Policy

All before images (for product recommendation/examination) and after images (your hair growth results) must be sent to: +27 (0) 72 7630 227

No orders will take place via (WhatsApp) communication.

The images posted on our Website (www.keituhaircare.com) and on our social media pages have been given permission by our clients to use and share.

We will not post any images without your permission/consent.

Once you give us permission to post your hair growth results the images belong to Keitu Hair Care (Pty) Ltd, (www.keituhaircare.com). Meaning you cannot request that we remove your images off our website or social media pages at any stage.

You are more than welcome to share the different stages of your hair progress with us and we will keep your identity and information confidential if you do not want us to disclose/share your results on our social media and on our website (www.keituhaircare.com).

Feel free to ask us for hair tips and advice during your hair growth journey; we are here to assist you.

Keitu Hair Care will be choosing hair models at any time of the year to experience our hair product for free; we welcome you to enter this completion whenever you see our advert/post. All our hair models get a free consultation (we go through your hair history and evaluate your hairs current condition) and you will receive free package (we design a personalized package just for you) to assist you with your hair problem. All our hair models have seen amazing visible results. Once we choose you as a hair model we request that you are prepared to allow us to post/use your hair growth results on our social media pages and on this Website (www.keituhaircare.com).

For any hair related questions or questions related to our products and services e-mail us at (info@keituhaircare.com) which we tackle in our weekly frequent questions. Please note that (keitu@keituhaircare.com) should only be used for order purposes/quotation requests only.