



Keitu

H a i r C a r e



Terms & Conditions

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. Our website link is found on all our social media pages and email signature.

Intellectual Property, Software and Content

The intellectual property rights in all software and content (including photographic images) made available to you on or through this Website remains the property of www.keituhaircare.com are protected by copyright laws. All such rights are reserved by www.keituhaircare.com. You are not permitted to publish, manipulate, distribute or otherwise reproduce, in any format, any of the content or copies of the content supplied to you or which appear on this Website nor may you use any such content in connection with any business or commercial enterprise.

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 (team@keituhaircare.com)

When you place an order, you will receive an invoice e-mail confirming receipt of your order: this email will constitute acceptance of your order. A contract between us will be formed once you accept the invoice 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 our Adults, Kids & Men's 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 we will not refund your money. You have to provide us with a delivery address according to courier fee paid confirming how you would like to receive your package/goods (counter courier/door to door). 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). Proof of payment is not enough, the money should reflect into our account.

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 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.

International delivery

We offer international delivery/ shipping through DHL to ship/courier all our international parcels. We ship/courier parcels worldwide. Courier charges are according to DHL rates per country; this courier rate is added to the product cost and invoiced as a total due amount.

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. All our products are completely sealed so that we will not experience any leaks during deliveries. We are currently using POSTNET for our local courier and DHL for all our international shipping; note that if your parcel gets damaged during transit by the courier company you should inform us of this within 7 working days after receiving your parcel and images of the damage should be sent to (team@keituhaircare.com) in order for us to communicate with the courier company. 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 not refund your money; we will make sure you receive the goods and sizes you paid for at the delivery address provided according to the courier fee paid. It is important that you read our terms and conditions before making a transfer into our account.

We request that you take a before picture of your hair before purchasing our products (FULL KIT) and monitor your hair growth for a period of 60 days and take an after picture to see the difference, if there is no difference your pores might be blocked which will result in the product not penetrating.

Product Exchanges

We allow product exchanges on any of our products provided that you have not opened or used the product. You can exchange a product within the same price range, we do not cover any courier costs for exchanges.

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

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 the 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 result in minor/major scalp damage, we request you be more patient with our products as harsh chemicals result in minor/major scalp damage which may result in our products not being as effective. 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.

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: team@keituhaircare.com

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.



Keitu

Hair Care

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. You can inbox us on instagram @k_keitu

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 put together 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 (team@keituhaircare.com) Please note that (team@keituhaircare.com) should only be used for order purposes/quotation requests only.