



PAYMENT AND SHIPPING POLICY

To ensure a smooth shopping experience, please follow these steps for completing your order. Thank you for shopping with L&D!

1. Payment

- Payment is due upon placing your order.
- We accept PayFast as payment options.

2. Shipping

- We are proud to operate as a slow and sustainable fashion brand.
- Please allow 10-14 working days from the date of order placement for your order to be processed and shipped.
- We will communicate with you regularly to update you on the status of your order and where it is in the production process.

3. Shipping Costs

- Shipping costs will be calculated and displayed at checkout.

RETURN POLICY

Thank you for shopping with us! We hope you love your purchase, but if you're not completely satisfied, we're here to help.

1. Eligibility for Returns

- Items must be returned within 7 business days from the date of delivery.
- Returned items must be unused, unworn, and unwashed.

2. How to Return an Item

- Please contact our Customer Service team at info@landdbrand.com to initiate a return.
- Once your return request is approved, you will receive instructions on how to proceed with shipping.

072 772 9454

info@landdbrand.com

www.landdbrand.com

Instagram: l_and_d_brand

Facebook: L&D Brand

3. Return Shipping Costs

- Customers are responsible for covering the courier fees associated with returning the item(s).
- We recommend choosing a tracked shipping option, as we cannot be responsible for items lost in transit.

4. Refunds

- Once we receive and inspect your return, we will notify you and process your refund within 7 business days.
- Our Customer Service team will reach out regarding the bank account in which refund should be processed.

5. Non-Returnable Items

- Please note that certain items, such as sale items, are not eligible for returns.

We appreciate your understanding and are committed to ensuring you have a seamless shopping experience. If you have any questions, feel free to reach out!

INFLUENCER POLICY

Thanks for teaming up with L&D! By joining our brand, you're agreeing to the following guidelines.

1. Content Requirements

- Be Authentic: We want your honest experience with L&D products to shine through in your content.
- Share Our Story: When talking about L&D, help us spread the word about our commitment to slow and sustainable fashion. We don't bulk-buy from fast fashion—everything is locally made to create jobs and uplift our makers.

2. Posting Guidelines

- Weekly Story Feature: We ask that you feature L&D in your stories at least once a week.
- Monthly Post: We'd love to see a post featuring our garments once a month, styled in your unique way.
- Tagging & Hashtags: Tag us in all your L&D posts and stories, and don't forget the hashtags!

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3. Content Ownership, Rights and Responsibility

- Your Content, Our Rights to Share: Your content is yours, but by working with us, you're giving L&D permission to share, edit, and use it on our socials, website, and promos.
- Content Liability: L&D isn't responsible for any issues that come from your content. Please make sure to follow all social media guidelines, advertising rules, and any platform policies.

4. Compensation

Whether it's cash or products, we'll go over the compensation specifics in a separate agreement.

5. Brand Representation

- Positive Vibes Only: Represent L&D in a good light! Any actions, posts, or comments that harm the brand might end our partnership, along with any unpaid compensation.

6. Ending the Partnership

- If We Need to End Things: L&D reserves the right to end the partnership if these guidelines aren't followed or if agreed content isn't posted on time.
- If You Need to Opt Out: You can end the partnership too—just give us a heads-up in writing. Any products we provided that haven't been posted about should be returned or paid for if obligations weren't met.

7. Keeping Things Private

- Confidential Info: Please keep any L&D business details—like product release dates or campaign plans—confidential unless we give you the okay to share.

DISCLAIMER

The content of all information must be treated with confidentiality and only in accordance with the purpose of which it is intended for. The receiver of the information acknowledges the fact that this information may not be shared with third parties and L&D Brand herein will not accept accountability or legal liability based on this document and attachments due to non-compliance of the Protection of Personal Information Act (POPI), Act 4 of 2013.

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