

Imbali Weaves – Terms of Service

Effective Date: 1 September 2026

Welcome to Imbali Weaves. By placing an order through our website or any of our official sales channels, you agree to the following Terms of Service. Please read them carefully before making a purchase.

1. Product Information

Imbali Weaves specialises in premium-quality **100% Virgin Human Hair**. Each bundle and wig is carefully sourced to provide exceptional quality, longevity, and versatility.

Because our products are made from natural human hair, every item is unique. Slight variations in colour, texture, density, wave pattern, and curl pattern are normal characteristics of genuine human hair and should not be considered defects.

Product images are provided for illustrative purposes only. While we strive to display products as accurately as possible, colours may vary slightly due to lighting, photography, and individual screen settings.

2. Texture Disclaimer

Our hair is sourced from human donors and is completely natural.

As a result:

- No two bundles or wigs will be identical.
- Curl patterns and wave patterns may differ slightly.
- Hair may respond differently to washing and styling.
- Natural shades of black and brown may vary slightly.

These natural variations are not manufacturing defects and therefore do not qualify for refunds or exchanges.

3. Pricing

All prices are listed in **South African Rand (ZAR)** unless otherwise stated.

Prices are subject to change without prior notice.

Promotional pricing, discounts, and special offers are valid only during the advertised promotional period and cannot be applied retrospectively.

Imbali Weaves reserves the right to correct any pricing errors that may occur due to technical or administrative mistakes.

4. Payment Terms

Full payment is required before any order is processed.

We accept secure payments through our approved payment providers.

Orders will only be confirmed once payment has been successfully received and verified.

If payment cannot be verified, your order may be delayed or cancelled.

5. Order Processing

Processing time refers to the time required to prepare your order before shipping.

Typical processing time is:

- 2–5 business days for in-stock items
- Longer for custom orders or during promotional periods

Business days exclude weekends and public holidays.

Customers will receive shipping confirmation once their order has been dispatched.

6. Product Availability

While we aim to maintain accurate stock levels, product availability cannot always be guaranteed.

Should an item become unavailable after purchase, Imbali Weaves may:

- Offer a suitable alternative;
- Offer store credit; or
- Issue a full refund for the unavailable item.

We reserve the right to discontinue products at any time.

7. Shipping Terms

Shipping times are estimates only and begin once the order has been dispatched.

Delivery times may vary depending on:

- Courier schedules
- Weather conditions
- Public holidays
- Remote delivery locations
- Unforeseen logistical delays

Imbali Weaves is not responsible for delays caused by courier companies once parcels have been collected.

Customers are responsible for ensuring that all shipping information is accurate before completing their purchase.

8. Failed Deliveries, Refused Shipments & Incorrect Shipping Address

Customers are responsible for providing complete and accurate delivery information.

If a parcel is:

- Returned due to an incorrect address;
- Refused by the recipient;
- Unclaimed; or
- Returned because delivery attempts were unsuccessful,

the customer will be responsible for any additional shipping charges required to resend the parcel.

Shipping charges are non-refundable.

If the customer chooses not to have the parcel re-shipped, only the value of the product (less any applicable courier, handling, or administrative costs) may be considered for refund at Imbali Weaves' discretion.

9. No Return & Refund Policy

Due to the hygienic nature of wigs, hair extensions, closures, frontals, and related hair products, **all sales are final**.

For hygiene and quality assurance reasons, we do not accept returns or provide refunds once products have been delivered.

This policy applies to:

- Bundles
- Wigs
- Lace products
- Closures
- Frontals
- Hair accessories where applicable

Please carefully review your order before completing your purchase.

10. Exchanges

We only consider exchanges if:

- The incorrect item was supplied by Imbali Weaves;
- The product arrived damaged due to our error; or
- A manufacturing defect is identified.

To qualify for an exchange:

- You must notify us within **48 hours** of delivery.
- Photographic evidence must be provided.
- The product must remain unused.
- Hair must not be washed, brushed, combed, coloured, cut, altered, installed, or have the lace cut.
- All original packaging, tags, and security seals must remain intact.

Products that have been worn, styled, or altered cannot be exchanged.

Approved exchanges are subject to product availability.

11. Hair Care, Maintenance & Washing

Proper maintenance is essential to maximise the lifespan of your Virgin Human Hair.

We recommend:

- Washing with sulphate-free shampoo.
- Using a moisturising conditioner.
- Allowing the hair to air dry whenever possible.
- Using heat protectant before applying heat.
- Brushing gently from the ends upward.
- Storing wigs on a wig stand when not in use.
- Sleeping with a satin bonnet or on a satin pillowcase.

Improper maintenance, excessive heat, bleaching, colouring, chemical processing, or misuse may permanently alter the hair and will void any exchange eligibility.

12. Limitation of Liability

Imbali Weaves shall not be held liable for indirect, incidental, or consequential damages arising from the use of our products.

Customers assume responsibility for all chemical treatments, colouring, bleaching, installations, and styling performed after purchase.

13. Privacy

Your personal information is collected solely for processing orders, providing customer support, and improving your shopping experience.

We do not sell or share your personal information with third parties except where necessary to complete your order or where required by law.

14. Policy Changes

Imbali Weaves reserves the right to amend these Terms of Service at any time without prior notice.

The latest version will always be available on our website.

Continued use of our website and services constitutes acceptance of the updated Terms of Service.

15. Contact Us

For any questions regarding these Terms of Service, please contact us:

Imbali Weaves

Email: info@imbaliweaves.co.za

Website: www.imbaliweaves.co.za

Instagram: [@imbaliweaves](https://www.instagram.com/imbaliweaves)

TikTok: [@imbaliweaves](https://www.tiktok.com/@imbaliweaves)