Refund policy

Last updated 9 October 2026

Write to info@xandriam.co.za or WhatsApp 079 449 6212 with your order number. This policy applies with the Consumer Protection Act where that Act gives you a right we cannot limit. Our terms (https://mail.xandriam.co.za/terms.php) explain how orders are placed.

If we cannot supply the piece

If a paid item is out of stock or we cannot make it as described, we refund what you paid for that item, including the delivery fee if the rest of the order is cancelled. Card refunds go back through Yoco. Cash orders that have not been paid are cancelled.

Damaged, incorrect, or not as described

Tell us within 7 days of delivery or collection. Send photographs of the piece and the packaging. We will repair it, replace it, or refund the item and the delivery fee we charged you. You do not pay return shipping when the problem is ours. We will tell you where to send the piece.

Change of mind

For a ready-made shop piece that is unused, unworn, and still in the condition you received it, contact us within 7 days of delivery or collection. If we accept the return:

- You arrange and pay the return delivery, unless we agree otherwise.
- We refund the item price after we receive it and confirm its condition.
- The original delivery fee is not refunded.
- A cash collection refund is paid back in the way we agree with you once the piece is back with us.

Earrings and similar hygiene-sensitive items cannot be returned for a change of mind once the seal or packaging has been opened.

Custom and made-to-order work

A piece made to your brief, with your wording, colours, or measurements, is started for you. Once you have accepted the quote and we have started, it cannot be refunded for a change of mind. If we cannot complete it, or the finished piece does not match what we agreed, we will correct it or refund what you paid for that work.

A deposit on custom or wholesale work is kept if you cancel after materials have been bought or making has started, up to the cost of that work. Any balance we have not yet used is refunded.

How a refund is paid

Card payments are refunded to the same card through Yoco. Your bank decides how long that takes to show. We email you when the refund is sent. Cash that was paid on collection is refunded by arrangement after the piece is returned.

Coupons

If an order paid partly with a coupon is refunded, the cash or card portion is refunded. The coupon is not paid out as cash.