Terms and conditions

Last updated 9 October 2026

These terms apply when you browse xandriam.co.za, create an account, or place an order. They sit alongside the Consumer Protection Act where that Act applies to you. Our refund policy (https://mail.xandriam.co.za/refunds.php) and privacy policy (https://mail.xandriam.co.za/privacy.php) form part of these terms.

The shop

XandriaM Creations is a South African studio selling handmade pieces, including wooden handbags, beadwork, totes, apparel, textiles and related goods. Contact us at info@xandriam.co.za or WhatsApp 079 449 6212.

Handmade pieces

Pieces are made by hand. Wood grain, bead placement, colour and small differences from a photograph are part of the work. The description and photographs on the product page are the guide to what you are buying.

Prices and VAT

Prices are in South African rand. Each product shows whether the price includes 15% VAT, is zero-rated, or is VAT exempt. A delivery fee, when it applies, is shown before you pay and depends on the parcel size. A coupon reduces the amount shown at checkout. The total on the checkout page is the amount you agree to pay.

Orders and payment

- **Card.** Card payments are taken by Yoco. The order is confirmed when Yoco accepts the payment.
- **Cash collection.** You pay the order total in cash when you collect it from the store. We email you when it is ready and where to collect it.

Placing an order means the details you entered are correct and you are allowed to use the payment method you chose. If a piece sells out before we can fulfil the order, we will contact you and refund anything already paid for that piece.

Delivery and collection

Delivery orders need a delivery address. We hand the parcel to a courier. Delivery time depends on the courier and where you are in South Africa. Cash orders are for collection, not delivery. Risk in a delivered parcel passes when the courier delivers it to the address you gave us. Risk in a collection order passes when you collect it.

Accounts

You are responsible for the activity on your account and for keeping your password private. Tell us if you think someone else has used it. We may close an account that is used to disrupt the shop or place false orders.

Custom and wholesale work

Custom creations and wholesale orders are quoted separately, usually by WhatsApp or email. Work starts only after you accept the quote, including any deposit, timing, and what is being made. A piece made to your brief is not a ready-made shop item. See the refund policy for how changes and cancellations work.

The website

Photographs, text, and the site design belong to XandriaM Creations unless we say otherwise. You may not copy them for your own shop or marketing. Product names and descriptions are there to help you buy, not as a licence to reproduce the work.

Liability

We take care with materials and making. Nothing in these terms removes a right the Consumer Protection Act gives you. We are not liable for loss caused by a courier delay, an incorrect address you provided, or use of a piece other than as a handmade fashion or décor item.

Law

These terms are governed by the laws of South Africa. Questions can be sent to info@xandriam.co.za.