

Empirehub Shop Terms and Conditions

Effective Date: 05 July 2026

Welcome to Empirehub. These Terms and Conditions ("Terms") govern your use of our products and services. By placing an order with Empirehub, you agree to be bound by these Terms.

1. About Empirehub

Empirehub Shop specializes in custom clothing, apparel branding, printing, embroidery, and related merchandise. Every custom order is produced according to the specifications approved by the customer.

2. Orders

- All orders are subject to acceptance by Empirehub.
- An order is considered confirmed once the required deposit or full payment has been received (where applicable) and the order details have been agreed upon.

3. Design Approval

Before production begins, customers will receive a digital proof or design for review.

By approving the design, the customer confirms that:

- All spelling, grammar, names, numbers, colours, sizes, logos, and artwork have been carefully reviewed.
- The design accurately reflects their requirements.
- Empirehub Shop is authorized to begin production.

Once a design has been approved, any changes requested may result in additional charges and production delays.

4. Pricing

- Prices are quoted in the applicable currency unless otherwise stated.
- Prices may change without prior notice until an order has been confirmed.
- Quotations remain valid for the period specified on the quotation.

5. Production Times

Estimated production times are provided as a guide only.

While Empirehub Shop strives to meet all agreed deadlines, production times may vary due to:

- Order volume
- Material availability
- Equipment maintenance
- Supplier delays
- Force majeure events

Empirehub Shop will communicate any significant delays as soon as reasonably possible.

6. Shipping and Collection

Customers are responsible for providing accurate delivery information.

Empirehub Shop is not responsible for delays caused by:

- Courier companies
- Incorrect delivery addresses
- Customer unavailability
- Events beyond our reasonable control

Risk in the goods passes to the customer upon collection or delivery.

7. Refunds and Returns

Because our products are custom-made, refunds are generally not available once production has started.

A refund may only be considered where:

- The final product is materially different from the approved design due to an error by Empirehub Shop; and
- The customer chooses not to accept a replacement, correction, or remake.

Empirehub Shop reserves the right to inspect any claim before approving a refund or replacement.

Refunds will not be granted for:

- Customer-approved artwork or spelling errors.
- Incorrect information supplied by the customer.
- Change of mind.
- Minor colour, size, or placement variations that occur during normal production.

8. Defective or Incorrect Orders

Customers should inspect their order upon collection or delivery.

Any concerns regarding defects, missing items, or incorrect products should be reported within **7 days** of receiving the order.

Empirehub Shop may request photographs or the return of the affected items before resolving the claim.

9. Customer-Supplied Artwork

Customers warrant that they own or have permission to use any logos, trademarks, photographs, or artwork supplied to Empirehub Shop.

The customer agrees to indemnify Empirehub Shop against any claims arising from unauthorized use of intellectual property.

10. Colours and Product Variations

Printed colours, embroidery, fabric shades, and garment sizes may vary slightly due to:

- Screen settings
- Printing processes
- Fabric types
- Manufacturing tolerances

These minor variations do not constitute defects.

11. Intellectual Property

Unless otherwise agreed in writing:

- Customers retain ownership of artwork they supply.
- Empirehub Shop retains ownership of any original artwork, layouts, templates, mock-ups, or designs created by Empirehub Shop until otherwise agreed.

Empirehub Shop reserves the right to display completed work in its portfolio, website, and social media for promotional purposes unless the customer requests otherwise in writing before production.

12. Limitation of Liability

To the maximum extent permitted by law, Empirehub Shop shall not be liable for:

- Indirect or consequential losses.
- Loss of profits or business opportunities.
- Delays beyond its reasonable control.

Empirehub Shop's total liability shall not exceed the amount paid by the customer for the affected order.

Nothing in these Terms limits any rights that cannot legally be excluded under applicable consumer protection laws.

13. Force Majeure

Empirehub Shop shall not be liable for delays or failure to perform obligations caused by events beyond its reasonable control, including natural disasters, strikes, power outages, pandemics, supplier shortages, or government actions.

14. Privacy

Customer information is collected solely for processing orders, communication, and providing services.

Empirehub Shop will not sell or knowingly disclose personal information to third parties except where required to fulfil an order or comply with legal obligations.

15. Changes to These Terms

Empirehub Shop reserves the right to update these Terms at any time. The version in effect at the time an order is placed will apply to that order.

16. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the South Africa laws in which Empirehub Shop operates. Any disputes shall be resolved by the courts having jurisdiction in South Africa.

17. Contact Us

For questions regarding these Terms and Conditions, please contact Empirehub Shop using the contact details published on our official website or social media pages.