

NALANI

Terms & Conditions

Website Sales • Custom Orders • Delivery • Returns • Complaints

Effective date: 1 August 2026 | Version 1.0

Important

Please read these Terms before you place an order with Nalani. They explain what you can expect from us, what we ask you to do, and what happens if there is a problem. These Terms do not take away any rights you have under Zimbabwean consumer law.

1. Who you are buying from

When you buy from Nalani through our website, social media, WhatsApp, email or another Nalani online sales channel, these Terms apply to your purchase. By placing your order, you agree to these Terms.

- Trading name: NALANI
- Registration number: [INSERT, if applicable]
- Telephone / WhatsApp: +263 774 482 233
- Email: nalanizw@gmail.com
- Website: www.nalani.co.zw

2. Before you place your order

Before you submit an online order, you must check your order carefully. You can correct any mistakes or decide not to continue before submitting it.

We accept your order when we confirm it or start fulfilling it after receiving your payment.

If you order a custom or made-to-order product, we will ask you to approve the important details before we start production. These may include the colour, length, density, cap size, lace type, construction, styling and measurements.

Please make sure the measurements, selections, spelling, delivery address and other information you give us are correct. If a problem is caused only by incorrect or incomplete information you gave us, Nalani will not be responsible unless the law says otherwise.

3. Prices and payment

Before you place your order, we will show or tell you the full price you need to pay, including any taxes, delivery charges and other disclosed fees.

Please pay using a payment method accepted by Nalani.

If we discover a genuine pricing error, suspected fraud, duplicate payment, stock problem or another serious error before fulfilling your order, we may pause, refuse or cancel the order where the law allows us to do so. If you are legally entitled to a refund, we will refund you.

Please do not make a chargeback or payment reversal using information you know is false. This does not stop you from raising a genuine payment dispute or using any chargeback right available to you.

4. Product descriptions and natural differences

We take care to describe our products accurately. However, the product you receive may look slightly different from photographs because of lighting, your screen settings, photography, handmade finishing or natural differences in hair products.

These small differences do not allow us to supply you with a product that is materially different from what you ordered or from what the law requires.

5. Processing and delivery

If you buy a ready-to-ship product, we normally process your order within 3–7 business days after confirming your payment.

If you buy a custom or pre-order product, we will tell you or agree the processing time with you before accepting your order. Processing time is separate from delivery time.

We may use independent couriers to deliver your order. Where required by law, your goods remain our responsibility until you receive them.

Please give us the correct delivery address and cooperate with the courier. If delivery fails because you gave us the wrong address or did not accept a properly attempted delivery without a good reason, you may need to pay reasonable extra delivery or storage costs.

Sometimes delivery may be delayed by events outside our reasonable control. If this happens, we will take reasonable steps to tell you and reduce the impact. Your legal rights still apply.

6. Please check your product before using or changing it

Please inspect your product as soon as possible after delivery.

Before you wear, install, cut the lace or hair, colour, bleach, wash, apply heat, glue, sew, pluck or otherwise change the product, check that it is the correct product and that you are happy with its condition.

If you believe your product is damaged, defective, incorrect or materially different from what you ordered, please contact us promptly. Where possible, send us clear photographs or video before you use or change the product.

We ask you to report visible issues within 48 hours where possible. This helps us investigate quickly and preserve evidence. It does not remove any legal rights you have.

7. Damage after delivery and work done by other people

Please use, install and care for your product correctly. Nalani is not responsible for damage or reduced product life caused by misuse, incorrect installation, cutting, colouring, bleaching, chemicals, unsuitable heat, product build-up, incorrect washing or storage, unauthorised changes, normal wear and tear, or the actions of you or an independent third party.

If you use or materially change the product before giving us a reasonable opportunity to inspect a reported defect, we may consider how that use or change affected the product and the available evidence.

Changing a product does not automatically remove a valid legal claim where the problem is unrelated to the change.

If you choose an independent stylist, installer or salon, they are responsible for their own work and advice unless they are employed by Nalani or we have accepted responsibility for them in writing.

8. Looking after your product

Please follow the care, storage, washing, heat and maintenance instructions we give you. If you do not follow reasonable care instructions, this may affect your product and may be considered if you later make a complaint.

Your legal rights still apply if the product itself did not meet the standards required by law.

9. Your cooling-off rights for electronic purchases

Where section 53 of the Consumer Protection Act applies to your purchase, you may cancel an electronic transaction without giving a reason and without a penalty within seven days after receiving the goods or concluding the agreement, as applicable.

You may only be charged the direct cost of returning the goods. If you have already paid and you are entitled to a refund, we will refund you within the period required by law.

10. If your product is defective or incorrect

If your goods are defective, unsafe, unsuitable, incorrectly supplied or do not match what was agreed, you keep all rights given to you by law.

Where the law gives you the right to a repair, replacement or refund, we will provide the remedy required by law.

We may ask to inspect the returned product and review your order details, product photos or video, care instructions, messages and the condition of the product so that we can understand what caused the problem. Please cooperate with this process.

We will not use a shorter internal reporting period to take away a mandatory warranty or consumer right.

11. If you simply change your mind

If you simply change your mind, we normally do not accept returns of wigs or hair products that have been worn, installed, washed, cut, coloured, chemically treated, had the lace cut, or otherwise been materially used or changed. This is because the product may no longer be suitable for hygienic resale.

This rule does not take away any return, cooling-off, defect, safety, quality or other right the law gives you.

12. Custom orders, pre-orders and cancellations

If you place a custom order, we will start customisation only after you approve the important product details, price and estimated timeline.

If you cancel an advance order, you may need to pay a reasonable cancellation amount where the law allows. This may cover work already completed, non-refundable materials, third-party costs, or goods already made or adapted specifically for you.

A cancellation charge will never be used to take away a mandatory consumer right.

13. Refunds

If we approve a refund, we will normally return the money to the payment method you originally used unless we lawfully agree another method with you.

We may ask you to confirm the payer or transaction details where reasonably necessary to prevent fraud. If the law requires us to refund you, we will process the refund within the required legal time.

14. Records relating to your order

We may keep lawful records needed to manage your order or any complaint. These may include your approved order details, product photographs or video, payment records, messages, care instructions, dispatch and delivery records, and complaint evidence.

If there is a dispute, we may use these records together with the evidence you provide to understand what you ordered, what we supplied, the condition of the product and what may have caused the problem.

15. When Nalani is responsible

Where the law allows, Nalani is responsible for loss that is legally caused by our breach, act or failure.

We are not responsible for loss caused only by your misuse of the product, incorrect information you gave us, failure to follow reasonable care instructions, normal wear and tear, or work carried out by an independent third party.

Nothing in these Terms takes away a consumer right where doing so would be unlawful, unfair or unreasonable.

16. Fraud, false information and abuse

Please give us truthful information and genuine evidence when making a claim.

If we have reasonable grounds to suspect fraud, deliberately false information or evidence, product substitution, abusive return practices or other dishonest conduct, we may pause, refuse or investigate the claim.

Where the law allows or requires it, we may share relevant information with payment providers, professional advisers, regulators or law-enforcement authorities.

We will not reject a genuine complaint simply because we investigate it.

17. If you have a complaint

If you have a problem with your order, please contact us first at nalanizw@gmail.com or +263 774 482 233.

Please give us your order number, proof of purchase, a short explanation of the problem and any useful photographs, video or other evidence you have. We will review your complaint and aim to resolve it within a reasonable time.

18. How we communicate with you

You can contact us using the details in these Terms. We may contact you using the email address, telephone number, website account or other contact details you give us, subject to the law.

Please keep your order confirmations and transaction records. We may also keep lawful copies of important communications relating to your order.

19. Using Nalani content

Please do not copy or commercially use Nalani's name, branding, logos, photographs, videos, product descriptions or other owned content without our written permission, unless the law allows you to do so.

20. Website availability and errors

We may update or temporarily suspend our website and correct genuine typing, technical or stock errors.

If a correction affects an order you have already placed, we will deal with it according to the agreement already made with you and applicable law.

21. Which law applies

Your purchase and these Terms are governed by the laws of Zimbabwe. This does not take away any mandatory consumer right, remedy or legal forum available to you.

22. What makes up your agreement with us

Your agreement with Nalani includes these Terms, your accepted order, the product description, any custom specification you approved and any written terms we specifically agreed with you for your order.

If a specific written term agreed for your order conflicts with these general Terms, the specific term will apply to that issue, subject to mandatory law.

23. Changes to these Terms

We may update these Terms for future purchases. The version you accepted when you placed your order will normally continue to apply to that order, unless the law requires a later change or you lawfully agree to one.

24. What you agree to at checkout

Before you submit an electronic order, you will be asked to confirm that you accept these Terms and our Returns, Cancellation and Refund provisions.

Important terms about your responsibilities, risk or limits on liability should be clearly shown to you before you complete your purchase.

25. Contact us

If you have a question about your order, return or complaint, please contact us:

- NALANI

- Email: nalanizw@gmail.com
- Telephone / WhatsApp: +263 774 482 233
- Website: www.nalani.co.zw