



Thank you for choosing Thabang Sneakerlove for your sneaker care needs. We appreciate your understanding and cooperation.

General Terms & Conditions

By utilizing the services of Thabang Sneakerlove, you acknowledge and agree to the following terms and conditions. These policies are designed to ensure clarity and protect both our customers and our business operations.

1. Service Acceptance & Limitations

We reserve the right to accept or decline any item for cleaning, restoration, or repair at our sole discretion. While we strive for optimal results, we cannot guarantee the complete removal of all stains, including but not limited to oil, ink, dye, or deep-set marks. Certain materials, such as suede, nubuck, and vintage leathers, are inherently delicate and may react unpredictably to cleaning processes, including potential changes in texture or color. We are not liable for such outcomes or for damage to items without care instructions.

2. Pre-existing Conditions & Damage

Thabang Sneakerlove is not responsible for any pre-existing damage, defects, or wear and tear on items submitted for service. This includes, but is not limited to, scuffs, cracks, loose stitching, sole separation, or material degradation. We recommend inspecting your items thoroughly before submission. Any damage resulting from the normal cleaning process of items without care instructions provided by the customer is not our liability.

3. Personal Items & Belongings

Customers are advised to remove all personal belongings, inserts, or non-cleanable items from their footwear before submission. Thabang Sneakerlove is not liable for the loss of or damage to any such items left with us.

4. Unclaimed Items Policy

Items left unclaimed for more than **30 days** from the date of completion will be subject to a storage fee of **R50 per week**. After **3 months (90 days)**, unclaimed items will be considered abandoned and may be donated to charity or sold to recover the cost of the service, without further notice.

5. Lost or Damaged Items & Reimbursement

In the rare event of an item being lost or damaged while in our care, claims must be reported within [**e.g., 3 days**] of collection or delivery. Reimbursement for lost or damaged items will be limited to a maximum of **five times the cleaning cost or R1000, whichever is lower**. Reimbursement will be based on the depreciated value of the item, not its original retail or resell price. Proof of purchase may be required for claims. Items for which reimbursement is provided become the property of Thabang Sneakerlove.

6. Customer Inspection & Satisfaction

Customers are required to inspect their cleaned or restored items thoroughly upon collection. Any concerns or discrepancies must be brought to our attention immediately at

the time of pickup. Once items have left our premises, Thabang Sneakerlove cannot be held responsible for subsequent claims or adjustments.

7. Payment Policy

Full payment for services is required in advance before any cleaning or restoration work commences. All prices quoted are estimates and may be subject to change upon further inspection if additional work or materials are required. Any changes will be communicated and approved by the customer before proceeding.

Thank you for your business!

Thabang Sneakerlove

Website: www.sneakerlove.co.za

Contact: 081 642 7659/60