DESIGNdit

Terms, conditions and policies

Version 25 November 2026 - www.gazzaroo-construction.co.za

Contents

1. Who we are
2. Ordering, prices and payment
3. Design terms
4. Website terms
5. Social media, SEO and Google Ads terms
6. Video and reels
7. Courses and digital products
8. Delivery policy
9. Refunds and cancellations
10. Ownership and intellectual property
11. Privacy policy (POPIA)
12. Connected social media and Google accounts
13. Deleting your information
14. Cookies
15. Payment security
16. Complaints, liability and law

1. Who we are

1.1 DESIGNdit is the trading name of DESIGNdit (legal status available on request). Registration number: available on request. VAT number: not VAT registered. Directors / owners: available on request.

1.2 Physical address, and address for the service of legal documents: 217 Muller Street, Queenswood, Pretoria, South Africa.

1.3 Email: info@designdit.co.za - Telephone: +27 74 250 7694 - WhatsApp: +27 74 250 7694 - Website: www.gazzaroo-construction.co.za.

1.4 We offer branding and graphic design, websites, social media management, SEO and Google Ads, video and reels, brand strategy, and online courses. Each service, package and price is described on our Packages and Get your quote pages before you buy.

1.5 We do not belong to any self-regulatory or accreditation body and do not subscribe to a code of conduct or an alternative dispute resolution code, unless stated otherwise here.

1.6 These terms, together with our policies on this page, form the agreement between you and us. You can read, download (PDF), save and print them at any time. By paying a quote, deposit, invoice or order, you accept them.

2. Ordering, prices and payment

How an order works

2.1 You choose a package, or build a quote on the Get your quote page. Before you pay you see every line item, the full price, the deposit and any monthly amount, and you can change or remove anything (ECT Act section 43(2)).

2.2 A quote is valid for 14 days. Prices on the website may change, but a quote you received keeps its price until it expires.

2.3 The agreement is concluded when your payment is received. You get a confirmation email, and you can see the full record of your orders, quotes and invoices at any time in your client dashboard. Official tax invoices are issued from Xero and emailed to you.

Prices

2.4 All prices are in South African Rand (ZAR). We are not registered for VAT, so no VAT is added.

2.5 There are no delivery fees; all work is delivered digitally. Printing, hosting, domains, stock photos, paid plugins, third-party software and advertising spend are not included unless a quote says so.

2.6 Minimums: a website starts at R5 500 (one-page starter website); social media management is never less than R8 000 a month; SEO and Google Ads is never less than R7 000 a month. Advertising spend you choose counts towards these minimums.

Payment

2.7 Payments are made online through Payfast (card, instant EFT and the other methods Payfast offers). We never see or store your card or bank details.

2.8 Once-off work: 60% deposit before work starts; the remaining 40% before final files are delivered. Final, high-resolution files and website handover are released only after full payment.

2.9 Monthly services (social media, SEO, Google Ads) are paid in advance every month. Extras ordered during the month are either paid before the work starts, or, for approved clients, added to the next monthly invoice.

2.10 If an invoice is 15 days overdue, services are put on hold and nothing new is started or delivered until the account is up to date. Work resumes as soon as payment is received.

2.11 Accepting the goods or services means you acknowledge the invoiced amount as due and payable.

3. Design terms

3.1 Logos and once-off design work include 2 rounds of changes. Corporate identity packages are fixed packages and their contents cannot be swapped.

3.2 Each extra round of changes costs R550 and is invoiced automatically; we continue once it is paid.

3.3 Small changes outside the rounds are billed by time: 20 minutes or less is free; 21 to 30 minutes is R200; from 31 to 60 minutes the hourly rate of R550 applies.

3.4 You approve concepts as low-resolution previews with a watermark. Final high-resolution files are released when the balance is paid.

3.5 Please give all feedback for a round at once and within 5 business days. Delays on your side extend the timeline.

3.6 Anything outside the package (extra pages, people, pieces or new items) is quoted separately and paid before we start it.

4. Website terms

Scope and changes

4.1 Websites include 3 rounds of changes. Each extra round costs R550.

4.2 A starter website is one page. Extra pages cost R950 each. Functions (shop, bookings, bilingual, members area and similar) are priced as shown when you build your quote; anything else is quoted separately.

4.3 A website mock-up (R4 500) is optional and recommended: you see the design before we build, which saves changes later.

4.4 Third-party plugins may conflict. If that happens we tell you and quote any custom work needed.

Timelines, content and feedback

4.5 Timelines depend on you sending content, feedback and approvals on time. Feedback is due within 5 business days of each milestone; later feedback extends the timeline.

4.6 If a site has waited for your feedback on our construction domain for more than 4 weeks, we may move it live, and a R700 hosting fee applies for every further month on the construction domain.

4.7 After final content and approval, allow 3 to 4 working days for the site to go live.

Hosting, domains and backups

4.8 Hosting and domains are provided by your own hosting company (we recommend Bowhost) under their own terms.

4.9 We help with going live; up to 30 minutes of contact with your host is free, after that R550 per hour applies.

4.10 Backups are not part of our service. Your hosting company must keep regular, secure backups; we are not liable for data loss caused by missing or failed backups.

5. Social media, SEO and Google Ads terms

5.1 Monthly services are paid in advance. Advertising spend is paid to Meta or Google on your behalf; once spent it cannot be refunded.

5.2 Each month you receive your posts for approval on your social media page. If we receive no response by the approval date, the posts are treated as approved and published as planned.

5.3 Once posts have been designed, a complete change of concept is limited to 50% of that month's posts; further changes are billed.

5.4 Extra and urgent posts, stories, reels and design work can be ordered on your social media page at the prices shown there (urgent same-day work costs 50% more).

5.5 If an invoice is 15 days overdue, posting and campaigns are paused until payment is received.

5.6 Monthly services continue until cancelled. Cancellation must be given in writing 30 days in advance. If you cancel with less than 30 days' notice, 50% of the next monthly invoice is payable.

5.7 Results on Google and social media depend on many factors outside our control; we do not guarantee rankings, reach or sales.

6. Video and reels

6.1 Video prices include the editing listed in each package. Filming on site, if needed, is billed separately at R550 per hour and R5 per kilometre travelled.

6.2 Music and stock footage are licensed for your use in the video only.

7. Courses and digital products

7.1 Courses, templates and memberships are digital products. Access is given immediately after payment, by email and in your account.

7.2 Because access starts immediately at your request, the 7-day cooling-off right does not apply once you have accessed the content (ECT Act section 42(2)).

7.3 Course content is for your own use and may not be shared, resold or published.

8. Delivery policy

8.1 Everything we deliver is digital. Nothing is shipped and no delivery fees apply.

8.2 After payment you receive an email confirmation and a brief link. Work starts once we have your completed brief.

8.3 First concepts are usually delivered within 5 to 10 working days after the brief, depending on the service. Websites are scheduled per project and the expected timeline is confirmed with you. Urgent same-day social media work is delivered the same working day if ordered before 12:00.

8.4 Concepts, posts and files are delivered through your private project page, your social media page, email or a shared Google Drive folder. Final files are released after full payment.

8.5 If we cannot deliver within the confirmed time because of a delay on our side, we let you know with a new date; if that is not acceptable you may cancel the part not yet delivered and we refund what you paid for it.

9. Refunds and cancellations

9.1 Cooling-off: you may cancel an online purchase within 7 days of paying without reason or penalty (ECT Act section 44), unless the work has already started at your request within those 7 days, or the product is digital content you have accessed. Sending us your brief and asking us to start counts as such a request.

9.2 Once work has started, the deposit covers work done and time reserved, and is not refundable, also if the project is later delayed or cancelled by you.

9.3 Design work is personalised and made to your specifications; we cannot return it. If you are not happy, tell us within the included rounds of changes and we will rework it.

9.4 Monthly services: see the 30-day cancellation notice under Social media, SEO and Google Ads.

9.5 Extras paid in advance can be cancelled for a full refund before the designer has started.

9.6 If we cancel a project, we refund every amount paid for work not yet delivered.

9.7 Approved refunds are paid back to the original payment method through Payfast within 30 days. To ask for a refund or cancel, email info@designdit.co.za with your order or quote number.

9.8 Nothing in these terms limits your rights under the Consumer Protection Act or the ECT Act.

10. Ownership and intellectual property

10.1 Ownership of the final design or website passes to you once the full price has been paid. Until then it remains ours.

10.2 Concepts that were not chosen remain our property.

10.3 We may show completed work in our portfolio and on social media, unless you ask us in writing not to.

10.4 You confirm that logos, photos, text and other material you give us belong to you or that you may use them, and you are responsible for that material.

11. Privacy policy (POPIA)

Who is responsible

11.1 DESIGNdit, trading as DESIGNdit, is the responsible party for your personal information. Our Information Officer is the owner, reachable at info@designdit.co.za.

What we collect and why

11.2 Contact details (name, company, email, cell number, language) to send quotes, invoices and project updates and to deliver our services.

11.3 Order and payment details (what you bought, amounts, dates). Card and bank details are captured by Payfast, not by us.

11.4 Brief answers, files and links you upload, so that we can do the work you asked for.

11.5 Basic website data (pages visited, device and browser) through cookies, to keep the site working and to understand how it is used.

11.6 We only use your information for these purposes. We send marketing only if you agreed to it or you are an existing client, and every marketing email has an opt-out.

Who we share it with

11.7 Payfast (payments), Xero (quotes and invoices), Google Workspace and Google Drive (email and file sharing), our hosting company Bowhost (website and email hosting), and, for social media, SEO and advertising clients, Meta (Facebook and Instagram), LinkedIn and Google. We also use trusted software providers, including AI writing tools, to help draft captions, plans and reports; they process information only on our instructions and may not use it to train their own systems. Our own designers see only what they need for your project.

11.8 Some of these services store information outside South Africa (for example Xero, Google, Meta and LinkedIn). They are bound by data-protection laws or agreements that give protection similar to POPIA (POPIA section 72).

11.9 We never sell your personal information.

How we protect it

11.10 The website uses HTTPS encryption. Your project and social media pages open only with a private, unguessable link, are never indexed by search engines and are never cached. Uploaded files are stored in a closed folder that cannot be opened directly. Passwords and service keys are stored encrypted. Payment is handled by Payfast on PCI-DSS certified systems.

11.11 If a breach that affects you ever happens, we will tell you and the Information Regulator as POPIA requires.

How long we keep it

11.12 Invoices and accounting records are kept for 5 years as required by tax law. Project files are kept for as long as you are a client, and then for up to 2 years in case you need them again, unless you ask us to delete them sooner.

Your rights

11.13 You may ask what information we hold about you, ask us to correct or delete it, object to its use, and withdraw consent for marketing at any time. Email info@designdit.co.za; we reply within 30 days.

11.14 If you are not satisfied, you may complain to the Information Regulator through its eService portal at inforegulator.org.za/complaints, or contact it at enquiries@inforegulator.org.za - 010 023 5200 - toll-free 0800 017 160.

12. Connected social media and Google accounts

What we access

12.1 When you ask us to manage your social media, SEO or advertising, you (or your page admin) give us access to your Facebook Page, Instagram business account, LinkedIn Company Page, Google Search Console and Google Analytics through the official logins of Meta, LinkedIn and Google. We never ask for or store your passwords for these accounts.

12.2 Through that access we read: page and post statistics (followers, reach, views, likes, comments, shares, clicks), comments on your posts, your website's search and visitor statistics, and the results of ads we run for you.

What we use it for

12.3 Only to deliver the service you pay for: publishing the posts you approved, replying to comments on your behalf (where you asked for it), running the ad campaigns you approved, and sending you a monthly and a 3-monthly results report.

12.4 We do not sell this information, do not use it for advertising to anyone else, do not combine it with other clients' data, and do not share it with anyone except you and the people you ask us to send your reports to.

12.5 Our use and transfer of information received from Google APIs follows the Google API Services User Data Policy, including its Limited Use requirements. Information from Meta and LinkedIn is used according to their platform terms.

How it is kept

12.6 The access keys from Meta, LinkedIn and Google are stored encrypted on our server, used only by our own system, and never shown on any page. Reports are stored for 13 months so that we can compare months, and then deleted.

12.7 You can remove our access at any time: in Facebook (Settings -> Business integrations), in LinkedIn (Page admin tools -> Manage admins) or in your Google account (Security -> Third-party connections), or simply ask us and we disconnect within 2 working days.

13. Deleting your information

13.1 To have your information deleted, email info@designdit.co.za with the subject "Delete my data" and the business name or email address you used with us. You can also remove our access to your Facebook Page yourself (Facebook -> Settings -> Business integrations -> DESIGNdit -> Remove).

13.2 Within 30 days we delete your profile, briefs, files, connected-account keys, stored statistics and reports, and confirm by email. Invoices and accounting records are the exception: tax law requires us to keep them

for 5 years.

13.3 Posts that were published on your own pages stay there; you can remove them on Facebook, Instagram or LinkedIn at any time.

14. Cookies

14.1 We use essential cookies to remember your language, your cart, and your sign-in to the client dashboard (a secure, HttpOnly cookie).

14.2 We use analytics cookies (Google Analytics) to understand how the website is used. You can block or delete cookies in your browser settings; the site will still work, but you may need to choose your language again.

15. Payment security

15.1 Payments are processed by Payfast, a PCI-DSS Level 1 payment gateway. Card details are entered on Payfast's secure pages and never reach our website.

15.2 We start work and release files only after Payfast has confirmed the payment to our website through a verified, server-to-server notification.

16. Complaints, liability and law

16.1 Not happy? Email info@designdit.co.za or WhatsApp us. We acknowledge complaints within 2 working days and aim to resolve them within 10 working days.

16.2 If we cannot resolve it, you may approach the Consumer Goods and Services Ombud or the National Consumer Commission.

16.3 To the extent the law allows, our liability for any claim is limited to the amount you paid for the service concerned. We are not liable for indirect losses such as lost profit, or for problems caused by third parties (hosts, plugins, Meta, Google), late feedback or material you supplied. This does not limit your rights under the Consumer Protection Act.

16.4 South African law applies to these terms.

16.5 We may update these terms from time to time; the version on this page when you pay applies to that order. Last updated: 25 November 2026.