

Kerri Crafted

Shipping & Refund Policy

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This policy applies to purchases made from Kerri Crafted, including original artworks, hand-drawn illustrations, art prints and custom commission orders.

Shipping Policy

Kerri Crafted currently ships physical artworks and prints within South Africa only.

Delivery costs are calculated separately and added to the customer's final invoice or checkout total, depending on the order and delivery method selected.

Available delivery options may include courier delivery, PostNet-to-PostNet, Pudo locker delivery, or another delivery method agreed with the customer before payment.

Orders are carefully packaged before shipping. Once an order has been handed over to the selected courier or delivery provider, delivery times may vary depending on the provider and destination.

Kerri Crafted is not responsible for delays caused by courier or delivery providers, but will assist where possible with tracking information and communication.

Original Artworks and Prints

Original artworks and prints are physical products. Product details, sizes, pricing and availability will be listed on the relevant product page or confirmed directly with the customer before payment.

As artworks and prints are handled and packaged with care, customers are encouraged to provide accurate delivery information at the time of purchase.

Custom Commissions

Custom commissions require a 50% deposit before work begins. The remaining 50% balance, along with any delivery costs, must be paid before the final artwork is shipped or released.

A rough sketch may be shared for approval before the final artwork is completed. Minor changes can be discussed during the sketch phase.

Because commission work is created specifically for each customer, commission deposits are non-refundable once the sketch or artwork process has started.

Refund Policy

Due to the handmade and custom nature of Kerri Crafted products, refunds are not offered for change of mind once an order has been confirmed or work has begun.

Custom commission deposits are non-refundable once the sketch or artwork process has started.

If an item arrives damaged, please contact Kerri Crafted within 48 hours of delivery with clear photos of the damaged item and packaging. Each case will be reviewed individually, and a suitable solution may be offered where appropriate.

If the wrong item is sent, Kerri Crafted will arrange a correction, replacement, or other suitable solution where possible.

Returns

Returns are generally not accepted for custom artworks, original artworks or made-to-order products unless the item is incorrect or damaged on arrival.

Any approved return or replacement will be handled on a case-by-case basis.

Contact

For any shipping, refund or order-related questions, please contact Kerri Crafted at kerricrafted@gmail.com.