TYRONE CROSSMAN PHOTOGRAPHY
REFUND POLICY

EFFECTIVE 21 NOVEMBER 2026

We want you to be happy with your photographs and photographic products. This policy explains how refund requests are handled for photography bookings, digital photographs, albums and prints. It should be read together with our Terms & Conditions, Cancellation Policy and your agreed quotation or booking agreement.

1. Photography bookings and cancellations

Refunds arising from cancelled or postponed photography bookings are assessed under our separate Cancellation Policy.

For wedding bookings, the R3,500 booking fee is credited towards the package price. It is not automatically forfeited on cancellation. Any permitted cancellation charge is assessed reasonably, taking into account the notice given, work performed, costs incurred and opportunity to obtain replacement work.

Where a refund is due, we will provide a written calculation of any lawful deductions and the balance to be returned.

Where Tyrone Crossman Photography cannot provide the agreed service, we will discuss suitable alternatives or provide the refund and other remedies required by law.

2. Digital photograph deliverables

Because digital photographs can be copied after delivery, a change of mind after satisfactory delivery will not ordinarily qualify for a refund.

However, this does not remove your rights if the agreed services were not supplied, the delivered files are defective, or the work fails to meet applicable legal standards.

If you experience a problem downloading or opening delivered files, please contact us so we can investigate and, where appropriate, provide working replacement files or another lawful remedy.

RAW files and unedited working files are not included unless specifically agreed in writing.

3. Albums, prints, canvases and other physical products

Albums, prints, canvases and similar photographic products are often produced to a client's specifications. Once a customised order has been approved and production has begun, a change of mind will not ordinarily entitle the client to cancel or return it, subject to applicable law.

Where an album proof or design is supplied for approval, clients should carefully check names, spelling, image selection and layout before confirming production.

Any charges for changes requested after approval will be explained and agreed in advance.

Customisation does not remove statutory rights relating to defective, damaged, unsafe or incorrectly supplied goods.

4. Damaged, faulty or incorrect products

If an album, print or other physical product arrives damaged, faulty or materially different from what was agreed, please email tyrone@tyronecrossman.com with your order details and, where possible, photographs of the problem.

We ask clients to report visible delivery damage as soon as reasonably possible, preferably within seven days, so that we can investigate promptly. This requested reporting period is not a cut-off for statutory consumer rights.

Where the Consumer Protection Act applies, qualifying defective goods may be subject to the statutory six-month implied warranty and available remedies, including repair, replacement or refund as required by law.

We will arrange an appropriate remedy and address reasonable return or replacement logistics in accordance with applicable law.

5. Problems with photography services

If you believe the photography service was not performed with the quality or care reasonably expected, please contact us with a description of the concern and relevant booking details.

We will review the issue fairly and, where appropriate, discuss corrective editing, a reasonable opportunity to remedy the service, a partial refund or another remedy required by the Consumer Protection Act.

Creative differences alone do not automatically establish a defective service, but the agreed scope, representations made and applicable consumer rights will always be considered.

6. How to request a refund

Email tyrone@tyronecrossman.com with your name, booking or invoice reference, date of service or delivery, and the reason for your request. Attach supporting photographs or information where relevant.

We aim to acknowledge the request within five business days and provide a substantive response within ten business days, or explain if more time is reasonably needed.

Where a refund is approved, it will ordinarily be processed within ten business days after the amount and payment details have been confirmed, unless applicable law requires a different timeframe.

Refunds will generally be made to the original payer by electronic funds transfer or through the original payment method where available. We may verify details to prevent fraud.

7. Your statutory rights

Nothing in this Refund Policy excludes or limits rights under the Consumer Protection Act, Electronic Communications and Transactions Act or other applicable South African law.

Any statutory cooling-off right depends on the nature of the transaction and the conditions prescribed by law. This policy does not promise an unconditional cooling-off period for every booking or product.

If a provision conflicts with a non-excludable legal right, the applicable law prevails.

Contact: tyrone@tyronecrossman.com | www.tyronecrossman.com

Effective date: 21 November 2026