

Terms & Conditions

Last updated: September 2026

1. Our Services

Digital Graphix provides creative and digital services including digital invitations, invitation websites, event stationery, save-the-dates, programmes, menus, seating charts, signage designs, RSVP solutions and related digital design services. The exact scope of each project is based on the service selected, quotation accepted or written agreement.

2. Quotations and Pricing

Quotations are based on the information and project requirements provided by the client. Additional work outside the agreed scope may be quoted separately. Prices displayed on the website or promotional material may change from time to time.

3. Payment

Payment requirements will be communicated before work begins. Digital Graphix may require full payment or a deposit before commencing a project. Work may be paused where an agreed payment becomes overdue.

4. Client Information

The client is responsible for supplying accurate and complete information required for the project, including names, dates, times, venue details, contact information, RSVP information, photographs, wording and other event details. Digital Graphix is not responsible for errors contained in information supplied or approved by the client.

5. Design and Revisions

Design work will be completed according to the agreed brief. Reasonable revisions may be included depending on the package or quotation selected. Major changes to an approved design, a change in concept, or work outside the original scope may result in additional charges.

6. Approval

The client is responsible for reviewing spelling, dates, names, addresses, times, contact details and all other information before approving a final design. Once final approval has been provided, Digital Graphix cannot be held responsible for errors visible in the approved version unless caused by a subsequent error by Digital Graphix.

7. Digital Products

Digital invitations and digital stationery are primarily supplied electronically. Unless specifically included in the quotation, printing is not included. Colours may appear slightly different between screens, devices and printed products.

8. Invitation Websites

Invitation websites may include event information, countdown timers, venue information, directions, galleries, RSVP forms, programme information, accommodation information, gift information and other agreed features. Functionality may depend on third-party hosting, software, plugins, internet services or integrations.

9. Hosting and Domain Names

Where hosting or domain services are included, the applicable period and fees will be communicated to the client. Renewal fees may apply if the client wishes to keep a website or domain active after the included period.

10. RSVP Services

Digital Graphix may provide technology that allows guests to submit RSVP information. The client is responsible for determining what event information is required and for using guest information appropriately. Digital Graphix does not guarantee that every invited guest will submit an RSVP or that information voluntarily entered by a guest will be accurate.

11. Client-Supplied Material

By supplying photographs, logos, graphics, music, text or other content, the client confirms that they have the right or appropriate permission to use that material and authorises Digital Graphix to use it as reasonably necessary to complete the project.

12. Intellectual Property

Unless otherwise agreed, Digital Graphix retains ownership of its underlying design systems, templates, coding, development methods, reusable components and working files. Once agreed fees have been paid, the client may use the final supplied design for the purpose for which it was commissioned. Third-party assets remain subject to their respective licence terms.

13. Portfolio Use

Digital Graphix may request permission to display completed work in its portfolio, website or social media. Where privacy is important, clients may request that particular personal information or photographs not be used publicly. Digital Graphix will respect agreed confidentiality requirements.

14. AI-Assisted and Digital Tools

Digital Graphix may use professional software and AI-assisted tools for activities such as image editing, background adjustments, image enhancement, creative development and design production. Such tools form part of the design process, subject to applicable third-party licence conditions.

15. Third-Party Services

Certain services may rely on third-party providers, including hosting providers, domain registrars, payment gateways, mapping services, email providers, website software and plugins. Digital Graphix is not responsible for outages or failures caused by third-party systems outside our reasonable control.

16. Turnaround Times

Estimated turnaround times are provided as a guide unless a specific completion date has been agreed in writing. Delays in receiving information, content, feedback, approval or payment from the client may affect delivery dates.

17. Cancellations and Refunds

Cancellations and refund requests are handled according to the Digital Graphix Refund & Cancellation Policy and applicable South African consumer law. Nothing in these Terms & Conditions is intended to exclude a consumer right that cannot lawfully be excluded.

18. Limitation of Liability

To the extent permitted by law, Digital Graphix will not be responsible for indirect or consequential losses arising from circumstances outside our reasonable control. Nothing in these terms limits liability or consumer rights where doing so would be prohibited by South African law.

19. Privacy

Personal information is processed according to the Digital Graphix Privacy & POPIA Policy and applicable South African privacy legislation.

20. Governing Law

These Terms & Conditions are governed by the laws of the Republic of South Africa.

21. Contact Information

Digital Graphix

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