

# Zawadi Terms and Conditions – 9 September 2021

Zawadi is a manufacturer and supplier of interior décor products.

## **Delivery policy**

Subject to availability and receipt of payment, orders will be processed within 2 days and dispatch confirmed by way of a waybill/tracking number emailed to the client. Goods will be dispatched via courier or shipping service, depending on the volume and weight of the order. Upon arrival of the order in the recipient's country, the shipping company will make contact with the recipient to notify them of arrival of their order in their country, and to inform them of any local sales taxes and disbursement fees payable. The recipient then has 7 days to make payment to the shipper, otherwise the order may become subject to storage charges, which will be for the recipient's account. Should the recipient be unable or unwilling to make payment to the courier, then the order will be returned to Zawadi, and the recipient forfeits their right to a refund. Zawadi is unable to give advice on any international duties or taxes. Prices shown do not include any duties or taxes. Zawadi is not liable for costs that may be charged by local customs and duties offices in your country, nor any disbursement fees that may be charged by the shipper delivering your order. Zawadi is unable to deliver to PO Boxes.

## **Return and Refunds policy**

The provision of goods by Zawadi is subject to availability. We endeavour to have all displayed items in stock at all times, however due to circumstances sometimes beyond our control, there may be a short delay in updating the stock levels on our website. Should an item you have ordered not be in stock, you will be immediately contacted by our online team. Items which are not in stock may soon become available again, however if you do not wish to wait, we will offer you a choice of another product or a full refund.

In the unlikely event of our customers receiving a damaged or incorrect item, once verified, we will replace any such items providing:

- We are notified in writing within 48 hours of receipt of goods.
- The goods are still in their original packaging.
- The goods are immediately made available for our sales agent or nominated courier to collect. Zawadi will then replace the item free of charge, providing stock is available, or if not, then pass a credit or refund. Postage or courier costs will be covered by Zawadi. Cancellation of orders by the client will attract a 10% administration fee, providing the order hasn't yet been exported.

## **Customer privacy policy**

Zawadi shall take all reasonable steps to protect the personal information of users. The private information required for executing the orders placed through [www.zawadi.co.za](http://www.zawadi.co.za), namely our customer's personal information, delivery address and telephone numbers, will be kept in the strictest confidence by us and will not be sold or made known to third parties. Only the necessary information, such as the delivery address and contact phone number, will be made known to third parties delivering the product.

Our full privacy policy can be viewed at: <https://zawadi.co.za/privacy-policy/>

For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

[http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569)

## **Prices**

Prices quoted on our website are based in South African Rands and are automatically converted to your own currency, based on the country you are in (Geolocating). This currency converter facility is done by PayFx (<https://www.paygate.co.za/paygate-products/payfx/>) and is based on current foreign exchange rates. It is merely to be used as an indication, as exchange rates fluctuate constantly.

## **Shipping costs**

Shipping costs for South African deliveries are capped at R100.

Shipping costs for international deliveries are capped at a maximum of US\$500, which is designed for trade orders. Orders below 2 cubic metres in volume are sent by air with a door to door service. Orders above 2 cubic metres can either be sent by sea with a CIF service to the customer, or split into 2 cubic metre crates, with each crate sent by air on its own waybill, and each crate charged \$500 shipping.

## **Payment options accepted**

Payment may be made via Visa / MasterCard / PayPal / Amex

## **Credit card acquiring and security**

Credit card transactions will be acquired for Zawadi via PayGate (Pty) Ltd who are a licensed payment gateway for Commercial banks in South Africa. PayGate (Pty) Ltd uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3), and no credit card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

## **Customer details separate from card details**

Customer details will be stored by Zawadi separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za)

## **Responsibility**

Zawadi takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

## **Country of domicile**

This website is governed by the laws of South Africa and Zawadi chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, Units 3 & 4, Storage Park, Meubel Road, Industrial Area, Knysna, 6571, South Africa.

## **Variation**

Zawadi may, in its sole discretion, change these Terms and Conditions or any part thereof at any time, without notice.

## **Company information**

Zawadi company registration number: 1997/059569/23

Zawadi VAT number: 4590174183

## **Zawadi Support Details**

Email: [info@zawadi.co.za](mailto:info@zawadi.co.za)

Tel: +27 (0)44 382 3912