

Zawadi Website Terms and Conditions – 10 January 2024

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 contact 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 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 Post 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 customer sends us clear photographs of the damaged/incorrect item.
- 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 buyer will attract a 10% administration fee, providing the order is still within South Africa. Once an international order has left South Africa, it unfortunately cannot be cancelled anymore.

Should the package / crate be opened up by the customer's local Government Customs Department for inspection and not repacked correctly, Zawadi is not responsible for any damage caused to the item, as a result. FedEx is not responsible either, as the parcel is no longer in their control. FedEx will verify if the package has been stopped and inspected by the Customs Department.

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, 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

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 of website sales

Shipping costs for South African deliveries are capped at R100.

Shipping costs for international deliveries are calculated automatically in the Shopping Cart, using the FedEx linked shipping calculator. This shipping calculator is based on current FedEx rates, and done according to the country and postal code entered.

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 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

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 Street, 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

Tel: +27 (0)44 382 3912