

## **Terms and Conditions of Sales**

When making a purchase with us, legal obligations arise and your right to a refund, charged to your credit card, or paid in any other way agreed by us, are limited by our Terms and Conditions.

Once payment is made, it is deemed that you have read and understood the Terms and Conditions for such purchase. If you have any queries, please contact us on [sales@pack2go.co.za](mailto:sales@pack2go.co.za).

## **Payment Options and Pricing**

All of our transactions are processed in South African Rands (ZAR). We strive to offer competitive prices on the full range of Pack2Go products. The total order price will include the price of your purchase plus any applicable sales tax (VAT) and shipping charges.

We reserve the right to change pricing at any time without prior notice. Should prices be reduced on any shipped products within 10 working days of shipment, you may contact us and request a refund of the difference between the price you were charged and the reduced selling price. To be eligible for the refund you must contact us within 14 days of shipment.

## **Payment Options**

Payment may be made via Visa, MasterCard or by bank transfer into The Provider's bank account, the details of which will be provided after checkout.

## **Credit Card Acquiring and Security**

Credit card transactions will be acquired by Pack2Go via approved payment gateways. Our payment gateways use the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website.

We take your online security seriously and your customer details will be stored by us separately from your card details.

## **Merchant Outlet Country and Transaction Currency**

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

## **Delivery policy**

All our packaging is supplied to order and then shipped straight to you as soon as possible.

## **Order Processing**

Your order will be dispatched once payment is validated/received. For EFTs, this means that we cannot process the order until the funds have cleared in our account, which is usually the next business day. Should stock be available, orders will be dispatched the same day that payment is validated/received. Should a product be unavailable for any reason, we will contact you directly with estimated delivery details. In the event of unforeseen circumstances which may cause delays we will contact you directly with a revised delivery schedule.

## **Local Shipping**

For orders within major cities in South Africa we use a courier service. Please allow 2 to 5 working days from receipt of payment to receive your order. Kindly ensure the correct shipping address is provided from the outset as ownership and risk will pass to you once the order has left our premises.

## **Undelivered Packages**

In the case of a package being returned to us, we will make every attempt to contact you to arrange for re-shipment. You will be united with your Pack2Go order, we promise.

Should the package remain undelivered or uncollected for a period of 30 days, your package will be sold to defray expenses and your payment forfeited and it will be assumed that you have abandoned your goods.

## **International Shipping**

We love for our packaging to travel as far afield as possible, and are happy to do everything in our power to accommodate international orders. However transport costs can sometimes be costly so please contact us directly at [sales@pack2go.co.za](mailto:sales@pack2go.co.za) so we can discuss the best way to get your order to you.

## **Cancelling Orders**

If you change your mind, you are entitled to cancel any sale concluded on this website within 7 days after date of receipt of the goods. In such an event:

- the full value of the purchase price less shipping and Payfast service costs will be refunded to you within 7 days of you notifying us via email to [support@pack2go.co.za](mailto:support@pack2go.co.za) of your intent to cancel
- you undertake not to open or use the goods
- you will have to bear the shipping cost of returning the goods to us

If your order delivery is delayed for more than 7 days from the stipulated delivery date (or where none is specified, beyond 30 days from the order date) you are also entitled to cancel your order. Please read the **Return Policy** below for further details. All of this will be subject to us receiving the goods (unopened, undamaged and in good order) within the allotted time frame.

### **Returns / Refund Policy**

We hope that each order brings you a sense of the joy it was produced with, but we are not machines, and no matter how hard we try, mistakes can happen. So if on receiving your order you find your goods are damaged, or the product supplied is not what was ordered, we will gladly provide you with a replacement or refund as long as you return the goods to us unopened, unused and in their original packaging.

### **Damaged goods**

Please email us within 7 days of receiving your order from the email address used to make the purchase. Email [support@pack2go.co.za](mailto:support@pack2go.co.za)

If your order is received in a damaged condition from our couriers, it should be clearly noted on the POD (Proof of Delivery).

### **Incorrect goods**

Please email us within 7 days of receiving your order from the email address used to make the purchase. Email [support@pack2go.co.za](mailto:support@pack2go.co.za)

If the goods have been approved for return, we will notify you to either:

- arrange for our couriers to collect the items from you **OR**
- request that you post it back to us **OR**
- **ask you to return the item to us within 14 days (dependent on the individual circumstances and shipping method of the original order).**

Should you need to return goods to us, please use our postal address: **Pack2Go Refunds and Returns, Unit 11, 86 Marseilles Crescent, Briadene, Durban, 4051.**

Ensure the goods are sufficiently packaged to protect them from damage during transit and please also include a copy of your original invoice with any return.

Once your returned product has been received we will endeavour to make sure your refund is back in your account within 7 days.

## **What Happens if the Product I Have Bought is Faulty?**

If within 7 days of purchase you have used a product and found it to be faulty, we will collect the product at our expense and will either replace, refund or repair the item, depending on the circumstance. To initiate this process you will need to contact us on [support@pack2go.co.za](mailto:support@pack2go.co.za) to explain the issue. We will do our best to action your query as quickly as possible. Some products have longer warranties than others.

## **Responsibility**

You take responsibility for all aspects relating to the transaction performed on this site. This includes the sale of goods and services, customer service, support, dispute resolution and delivery of goods. Any complaints regarding the standard and quality of the product or products bought through our e-commerce facility should be directed to [sales@Pack2Go.co.za](mailto:sales@Pack2Go.co.za)