



## **Terms & Conditions for the Use of Peel's Website and eCommerce Site**

### **Detailed description of goods and/or services**

Peels Holdings (Pty) Ltd ("Peel's") is a business in the honey industry that sells confectionery and honey products

### **Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 7 days. Delivery options include delivery by courier, or collection at the Peel's Kiosk in Bedford Centre, or the Peel's Shop in Merrivale.

### **Export restriction**

The offering on this website is available to South African clients only.

### **Return and Refunds policy**

The provision of goods and services by Peel's is subject to availability. In cases of unavailability, Peel's will refund the client in full within 30 days. Cancellation of orders by the client not yet processed will attract a 25% administration fee; no cancellation of orders submitted to the courier will be processed.

Peel's accepts returns from its customers for products that qualify according to the following criteria:

- Products that are found to be defective;
- Products purchased as a result of direct marketing; and
- Products found to be unsuitable for the particular purpose communicated by Peels to the Customer upon purchasing such products

Defective means:

- Goods with materially damaged packaging
- Goods containing physical impurities
- Goods that are beyond their sell-by date on delivery

In order to return a defective good, the customer must notify Peel's requesting replacement within ten business days of product delivery to the Customer. When requesting a replacement, the products must be made available unused. Customers can return the products and receive a credit note for the value of the returned products or return the defective products in exchange for the same, (subject to availability), non-defective products. Please note that Peel's does not pay for shipping of returned goods. Refunds on cancelled orders will only be paid into South African bank accounts by electronic funds transfer.

### **Customer Privacy policy**

Peel's shall take all reasonable steps to protect the personal information of users. 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).

### **Payment options accepted**

Payment may be made via Visa or MasterCard Cards or by bank transfer into the Peel's bank account, the details of which will be provided on request.



### **Card acquiring and security**

Card transactions will be acquired for Peel's via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no 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 Peel's separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

### **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).

### **Responsibility**

Peel's 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 Peel's 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, Peel's Holdings (Pty) Ltd., c/o Agis Ventures, 41 Rivonia Rd. Sandton.

### **Variation**

Peel's may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **Company information**

This website is run by Peel's Holdings (Pty) Ltd, as private company based in South Africa trading as Peel's and with registration number 2016/325211/07.

### **Peel's contact details**

Company Physical Address: 1 Boston Rd. Merrivale, 3291

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

Telephone: + 27 33 330 3762

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**Peels Holdings (Pty) Ltd**

1 Boston Road, Merrivale, 3291, KZN | +27 33 330 3762 | [info@peels.co.za](mailto:info@peels.co.za)

**Managing Director: Craig Campbell**