

TERMS AND CONDITIONS

INTRODUCTION

By using this website and by placing any order on or through it, you the user, acknowledge that you have read and agreed to be bound by these Terms and Conditions.

CONSUMER PROTECTION ACT

These terms and conditions may apply to users who are consumers for purposes under the Consumer Protection Act, 68 of 2008. If there are any parts of this act, that you do not understand, please contact Zekhala Charcoal for further information. If you do not accept the terms and conditions, please do not proceed further, or place any orders on this website.

IMAGES AND PHOTOGRAPHY

Images taken and published by Zekhala Charcoal remain the sole property of Zekhala Charcoal, use or distribution of images without owner consent is strictly prohibited.

DELIVERY

Delivery fees will be calculated based on the location and weight of order. Delivery / Courier fees will be invoiced separately and sent via email.

ONLINE PAYMENTS

Online payments need to be verified before commencement of delivery or collection.

STOCK AVAILABILITY

In the event of stock unavailability, a refund will be made within 24 hours.

PRIVACY POLICY

GENERAL PRIVACY STATEMENT

We may only use your email address or personal details to contact you from time to time about matters directly related to our website, social media sites or to the services which we may render to you. Your email address or any other part of your personal information as provided by you will never be used for marketing purposes outside of our direct services.

INFORMATION COLLECTION AND USE

Zekhala Charcoal is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement.

REVIEWS

If you choose to submit information or comments on this site, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums.