

Sales Terms and Conditions

1. General

- Afrofurn is a business in the furniture and lighting industry that specialises in products for the outdoor and indoor living space.

2. Customer Privacy Policy

- Afrofurn shall take all reasonable steps to protect your personal information. Personal information shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA).
- Afrofurn uses your personal information for internal purposes only, such as our Customer database. We will never share your details with any third-party without first obtaining your consent.
- Afrofurn uses cookies on this website. Cookies are defined as small, risk-free text files that are stored on your computer's hard drive. These files hold small amounts of data and allow our server to recognise you when you return to our website.

3. Payment

3.1. Payment Options Accepted

Afrofurn shall take all reasonable steps to protect your personal information. Personal information shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA).

3.2. Card Acquiring and Security

- Card transactions will be acquired for Afrofurn 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. Visit www.paygate.co.za to view their security certificate and security policy.
- All Customer details will be stored by Afrofurn separately from card details which are entered by client on DPO PayGate's secure site. For more detail on DPO PayGate, visit www.paygate.co.za.

3.3. Transaction Responsibility

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

4. Delivery

- Items will be dispatched once the total amount has been received, unless there has been a special agreement between the Customer and Afrofurn.
- Delivery charges differ based on the size or weight of the items that are being delivered.
- A signed Delivery Note indicates that the person receiving the goods is happy that the items are in good working order, free of any flaws or issues. Kindly ensure you check your purchase prior to signing. If any issues are noticed, please contact us as soon as possible to resolve the matter.
- All Customers need to kindly ensure they inform Afrofurn of any potential issues we might face where delivery is concerned (lack of lift, spiral staircase, small areas where furniture might not fit through, etc.). If extra plans need to be made to get furniture to the desired area, a customer may incur additional costs.
- Purchased items are to be delivered/collected within 4 weeks, thereafter a storage charge of 5% will be charged based on the total cost of the invoice.

5. Free returns for online purchases

- We understand when you buy online it is all important to see, and more importantly to feel, what you have ordered is what you expected.
- When we deliver your online furniture purchase, please check your furniture. We recommend the 'sit test' first for comfort. Once you are happy, we will remove any packaging and leave you to enjoy your new furniture.
- If you are not 100% happy with your purchase at the time of delivery, our delivery team will re-wrap your item in its original packaging and return it back to the warehouse at no extra cost. We will then arrange a credit or refund, whichever you prefer.
- Please note that our normal return policy applies if you wish to return the item after the delivery team has left your premises. As such delivery or collection costs will apply.
- **Free returns** are only applicable in the major metro areas of Johannesburg, Cape Town & Durban. Contact us if you are unsure if your address falls within these areas.
- Quality and damage inspections will be conducted at our warehouse before issuing a credit or refund.

6. Product care

6.1. General Product Care

- If the Customer wishes to assemble the items themselves, Afrofurn isn't liable for any faults that may occur due to the items being assembled incorrectly.
- Detailed assembly drawings are available with each product.
- Wear and tear of items is a natural occurrence and does not fall under our guarantee. Indoor items exposed to sunlight may degrade (usually colours fading) due to UV exposure.
- Please refer to product care on our website regarding care and maintenance.

6.2. Special note regarding coastal and harsh conditions

- Clients who use the Afrofurn products in areas close to the sea have a responsibility to maintain and wash the furniture at regular intervals. Sea salt has a destructive and corrosive effect on anything and everything it touches and as such it is the client's responsibility to ensure that the Afrofurn product is cleaned regularly. Any moving parts such as the wheels of sun loungers need to be treated regularly with lubricants such as Q20. Afrofurn's guarantee will be invalidated if maintenance is not carried out regularly.

7. Country of domicile

This website is governed by the laws of South Africa and Afrofurn 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, **Unit 26, Freeway Park, Upper Camp Road, NDABENI, MAITLAND, Cape Town.**

8. Variation

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

9. Afrofurn Contact Details

Unit 26, Freeway Park, Upper Camp Road, NDABENI, MAITLAND, Cape Town. Email: sales@afrofurn.com