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www.sbhkilejewellers.co.za
Email:info@sbhkilejewellers.co.za
Reg:2015/056159/07

Terms and conditions for www.sbhkilejewellers.co.za

1. General information

www.sbhkilejewellers.co.za is a sole property of Sbhekile Jewellers Pty(Ltd), these terms and conditions govern your use of www.sbhkilejewellers.co.za and purchase of our jewellery items. By continuing using this site you are agreeing on these terms & conditions. Please note that they will be updated at any time. You admit to be bound by the terms of this website. These terms and conditions will be governed and interpreted in accordance with South african Law.

2. Detailed description of goods and/or services

Sbhkile Jewellers Pty(Ltd) is a business in the Precious metal Jewellery industry that Design and manufacture jewellery in precious metal and precious gemstones.

3. Placing an Ordering

Placing an order Online with www.sbhkilejewellers.co.za is safe and secure, and your personal and banking information is safe with us. No order will be valid until Sbhekile Jewellers has accepted your order with a confirmation email and a full payment is done. The prices payable for jewellery items are shown on the product pages are correct on the date the customer places the order.

4. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Sbhekile Jewellers Pty(Ltd) bank account, the details of which will be provided on request. The prices payable for goods are shown on the product pages are correct on the date the customer places the order.

5. Card acquiring and security

Card transactions will be acquired for Sbhekile Jewellers Pty(Ltd) 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 to view their security certificate and security policy.

6. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 days and delivery confirmed by way order number .(for e.g. booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)It is possible for some orders to experience a delay in customs. Unfortunately, we have no control over this and cannot be held responsible. Any item that is listed as made to order will be delivered to you within 10-15 working days. For our international orders please note that you will be responsible for all taxes and duties that arises at customs department of that particular country. Please note that the courier fees will be shown on the product page.

7. Late or lost deliveries

We cannot refund or replace lost items until 20 working days after the date of despatch (30 days for international deliveries). We advise all items are delivered to home addresses as if an item is delivered to an office, it can sometimes go missing if signed for by a colleague or left in an unknown place.

8. Cancelling and order

At Sbhekile Jewellers we always try our utmost best to make the customer happy, please make sure you double check the details e.g. price, metal used, dimensions of the particular item you are ordering, we will do our best to give you what you ordered. But if does happen that the order must be cancelled your must notify us of your decision by email and state valid reasons, that must be done immediately and if the item was already sent to you please return to us with no damage or scratches it must be in its original good condition with all its packaging, once received the refund will be processed. Upon receipt of the items being returned the Paypal account, credit or debit card originally used for the purchase will be credited with the cost of the goods minus the delivery charges. **Please note that we cannot accept cancellations for personal orders that include any personalisation e.g. engraving.**

9. Return and Refunds policy

The provision of goods and services by Sbhekile Jewellers Pty(Ltd) is subject to availability. In cases of unavailability, Sbhekile Jewellers Pty(Ltd) will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.

10. Customer Privacy policy

Sbhkile Jewellers Pty(Ltd) 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). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

12. Customer details separate from card details

Customer details will be stored by Sbhekile Jewellers Pty(Ltd) 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.

13. 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).

14. Responsibility

Sbhkile Jewellers Pty(Ltd) 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.

15. Country of domicile

This website is governed by the laws of South Africa and Sbhekile Jewellers Pty(Ltd) 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, 15A Station drive, Morningside, Durban, 4001 .

16. Intellectual property

The entire content of this website, including all designs, copyright, trademarks and other intellectual property rights, including the use of the name Sbhokile Jewellers is the sole property of Sbhokile Jewellers Pty(Ltd) and its licensors accordance to South African Law. You are not permitted to publish, distribute, manipulate or otherwise reproduce, in any format, any of the content or copies of the content supplied to you or which appears on this website nor may you use any such content in connection with any business or commercial enterprise.

17. Site access and changes

Our website changes regularly and access to this site is permitted on a temporary basis. We aim to update our site regularly, and may change the content at any time, including the product details and pricing without notice. You are also responsible for ensuring that all persons who access our site through your Internet connection are aware of these terms, and that they comply with them. Please always double check the information of that particular item before you place an order.

18. Dispute resolution

Sbhokile Jewellers Pty(Ltd) appreciate every single business the we receive and will handle it with care , we will always try our best to avoid any form of dispute. Please make sure on your side that you give us correct information regarding that particular jewellery item you placing an order for. If somehow the dispute does arises please send us an email immediately we will attend to it as soon as possible and resolve it.

19. Variation

Sbhokile Jewellers Pty(Ltd) may, in its sole discretion, change this agreement or any part thereof at any time without notice.

20. Company information

This website is run by Sbhokile Jewellers Pty(Ltd) (private company) based in South Africa trading as Sbhokile Jewellers Pty(Ltd) and with registration number **Reg:2015/056159/07** and S'bhokile H. Ndlangisa (Director).

21. Sbhokile Jewellers Pty(Ltd) contact details Company Physical Address: 15A Station drive, Morningside, Durban, 4001
Email: info@sbhokilejewellers.co.za
Telephone: +278 2593 9935
