

## Terms & Conditions

We are committed to providing our customers with a high level of service and are equally committed to ensuring we provide a safe legal product.

If a wine is corked or faulty we will offer a replacement or credit on the return of the bottle in question.

Goods must be checked on delivery and damages/shortages must be reported within 48hours of delivery.

Viljoensdrift is a business in the wine industry that produces wine related beverages.

Subject to availability and receipt of payment, requests will be processed within 1 days and delivery confirmed by way of an email/ telephone call.

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

The provision of goods and services by Viljoensdrift is subject to availability. In cases of unavailability, Viljoensdrift will refund the client in full within 30 days. Cancellation of orders by the client will attract a 25 % administration fee.

Viljoensdrift 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](http://www.polity.org.za/attachment.php?aa_id=3569).

Payment may be made via Visa and MasterCard. Card transactions will be acquired for Viljoensdrift via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. 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 will be stored by Viljoensdrift separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

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

Viljoensdrift 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.

This website is governed by the laws of South Africa and Viljoensdrift 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.

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

Registration number 2000/038398/23

Company Physical Address: R317 between Robertson and Bonnievale.

Email: [sales@viljoensdrift.co.za](mailto:sales@viljoensdrift.co.za) Telephone: 023 615 1017