

Terms and Conditions

These Terms and Conditions govern the supply of any product ordered by you on the website. By ordering a product, you agree to be legally bound by these Terms and Conditions.

- "Customer" means individual who places an Order on the Site
- "You" means the Customer who places an Order on the Site
- "Order" means the order submitted by you on the website to purchase a Product
- "Product(s)" means the supplier's products to be sold to Customers via the website in accordance with this agreement
- "Account" means the account that you will need to register in order to submit an Order
- "Acknowledgement" means our confirmation of your Order (typically sent by email)
- "Business Day" means any day other than a Saturday, Sunday, bank holiday or public holiday in South Africa
- "We" means KidzBox
- "Delivery Form" means anything that requires your signature to prove that you have received the goods. This can be a Tax Invoice, Delivery Note or a Waybill.

These Terms and Conditions are our copyrighted intellectual property. Use by third parties – even of extracts – for the commercial purposes of offering goods and/or services is not permitted. Infringements may be subject to legal action.

2. Registration, Order and Cancellation

When placing an order online, you must be over 18 years of age, possess a valid credit or debit card and register for an account on the website. Only payments with cash on delivery, EFT or Payfast will be accepted on www.kidzbox.co.za To place the order you should follow the given instructions.

You may pay by any method that we have said is acceptable to us. We shall not

be bound to accept the order before we have received the funds in full.

You undertake that all details you provide to us for the purpose of purchasing the Product from us will be correct, that the credit or debit card, or account or other payment method which you use is your own and that there are sufficient funds or credit facilities to cover the cost of the Product. We reserve the right to obtain validation of your payment details before providing you with the Product.

When you submit an Order, you agree that you do so subject to the prevailing Terms and Conditions.

We shall not be obliged to supply the Product to you until we have accepted your Order. We will send you an Acknowledgement with your Order reference number and details of the Product you have ordered. KidzBox reserves the right to decline any order, for any reason (e.g. unavailability of supplies). In this case, we will promptly grant you a full refund.

3. Refunds and Returns

In the unlikely event that your item arrives damaged or faulty, you have 2 working days to notify KidzBox. Please send an email to info@kidzbox.co.za (after which we will contact you).

You are required to send us images of the damaged product(s) for further assessment. Once assessed and approved by our team, you will be contacted to proceed with the returns process. KidzBox will arrange a replacement product or a credit for the full price paid. Please do not attempt to return the items before speaking to one of us.

Please note that the following will void any warranty claims:

- Negligence – where the client has broken or damaged the goods themselves.
- Misuse – where the product was not used for its intended purpose.
- Visible damage – where the products are damaged after they have been received and KidzBox was not notified thereof within 2 working days of receipt of products.