



## DELIVERY, RETURNS AND EXCHANGES

### 1. INTRODUCTION

- 1.1. The Delivery, Returns and Exchanges terms and conditions ("Terms") contained in this document governs the delivery, return and exchanges of products you purchase from Beck Family Estates (Pty) Ltd t/a Steenberg Wines ("Service Provider", "our", "we", or "us") through our online shop.
- 1.2. Keep the following in mind when reading these Terms:
  - 1.2.1. headings are included to help you find your way;
  - 1.2.2. if something is typed in **bold**, it means that we want to draw your attention specifically to that part. It may pertain to your rights or obligations in terms of the Consumer Protection Act 68 of 2008 ("the CPA");
  - 1.2.3. "Platforms" shall include our website, applications, emails, social media, and/or any other similar electronic mechanism you may use to interact with us;
  - 1.2.4. "Services" shall include any services offered by us as indicated on our Platforms; and
  - 1.2.5. "Products" shall refer to products or goods offered by us on our Platforms.
- 1.3. By using our Platforms and purchase Products or Services from us through our Platforms, you consent to these Terms and acknowledge that you have read and understand the content thereof.
- 1.4. We may amend these Terms in our sole discretion. The amendments will supersede and replace any previous Terms and will apply to you. Our terms shall be available on our website.
- 1.5. The use of our Platforms is subject to our **Website Terms of Use**, as indicated on our website, and you will be bound by such additional terms.

### 2. AVAILABILITY

We cannot guarantee the availability of stock, but we make every effort to update stock of our Products and Services on our Platforms. Should Products and/or Services be offered while they are actually out of stock, then we will only be liable to refund any monies paid by you to us when we are unable to fulfil your order as indicated within 30 days after we have notified you.

### 3. ORDERING AND DELIVERY OF PRODUCTS

- 3.1. Our online ordering functionality is only available to South African residents.
- 3.2. Our Products are sold in case quantity (3, 4, 6 or 12 bottles per case, depending on which products are purchased). A case may be comprised of various products from our range.
- 3.3. A minimum of 6 bottles needs to be purchased per order.
- 3.4. Orders will be processed within 7 business days, subject to the purchase price being paid. Delivery can take up to 7 business days from your order being processed.
- 3.5. Delivery costs will depend on the order destination. You are liable for the costs of delivery, which will be displayed under your order as part of the ordering process before "proceed to PayGate".
- 3.6. We are not liable for any delays for timeous delivery of your Products if such delays were caused by acts or events beyond our control.
- 3.7. You may cancel the order for a Product if you did not receive your Product within 10 business days, provided that you inform us on or before delivery. If you do not let us know in time, we will reject your claim that your order was not delivered if our systems show that your order has been dispatched for delivery.
- 3.8. We will deliver the Products to the agreed place of delivery. It is your responsibility to ensure that the address set out by you is correct. You will be liable for an additional delivery cost if you provided us with the wrong place of delivery.
- 3.9. When Products are delivered to the agreed address, the person receiving the delivery may be required to provide proof that he/she is of the legal drinking age of 18 and will be requested to sign to acknowledge that the order was delivered. **You may not order wine or similar liquor beverages and request your minor child to accept delivery on your behalf.**
- 3.10. It is your responsibility to ensure that there is someone available to accept delivery of the Products.

### 4. WE CARRY RISK OF THE PRODUCT UNTIL DELIVERY

- 4.1. All risk and ownership in and to the Products shall transfer to you when you accept delivery, which will be at the address you provided us with, or when you collect it at our premises.
- 4.2. The courier's proof of delivery to the address you specified when placing the order, or any acknowledgement of receipt signed by you, will be proof that the order was delivered, that you accepted delivery, and that we have fulfilled our obligations to you.

### 5. RETURNS AND EXCHANGES

- 5.1. We will consider it our sole and unfettered discretion, the replacement or refund of any wine that



is perceived faulty or of a lesser quality than the expectation from our products. These will only be considered if you inform us within 10 business days from the date of delivery.

- 5.2. If our Products are faulty or poor quality, we kindly request that the suspected Products are returned to us within 10 business days from delivery. If the Products indeed lacks quality or is faulty, we will fully compensate you for the return delivery and issue a replacement or refund.
- 5.3. If the delivery does not match the ordered goods, we will gladly replace the incorrect goods if such goods have been returned in their original condition within 10 business days from date of delivery. If for some reason the correct vintage cannot be sourced, we will offer an alternate vintage or refund you.
- 5.4. Unfortunately, we cannot compensate for any case where the wines do not meet personal preference. You are more than welcome to contact us for any advice on wine selection prior to purchase.

