

Terms and Conditions

How buying from Slovaskie works - ordering, paying, delivery, and what happens if something goes wrong.

Hello, and thanks for shopping with us.

These terms explain how buying from Slovaskie works — how you place an order, what you pay, how we get it to you, and what happens if something goes wrong. They apply every time you order from www.slovaskie.co.za, so please read them.

When we say "we", "us" or "our" we mean Slovaskie (Pty) Ltd. When we say "you" we mean the person placing the order. Full details about the company, and everything the law says we have to tell you before you buy, are in the last section of this page, **Important information about us**.

Two other pages work together with this one, and both form part of your agreement with us:

- our [Returns and Refunds Policy](#), which covers returns, refunds, faults and cancellations; and
- our [Privacy Policy](#), which covers what we do with your personal information.

These terms are for shoppers buying for themselves and their households. If you're buying for a business, please contact us — we'll be opening a separate business account channel with its own terms.

Ordering

You order by adding items to your cart and checking out. Before you pay, you'll see a summary of your whole order — the items, the prices, the delivery fee and the total. Please check it. You can change anything, go back, or cancel the order entirely at that point, and nothing is charged until you choose to pay.

Once you've paid, we'll email you an order confirmation. That email confirms we've received your order — it isn't yet our acceptance of it. Your order is accepted, and a contract between us comes into existence, when we email you to say your order has been dispatched.

We may decline an order. That doesn't happen often, but it can where an item has sold out, where we can't verify your payment or delivery details, where an item can't lawfully be sold or delivered to you, or where we suspect fraud. If we decline your order, or any part of it, we'll tell you and refund what you paid for the part we can't supply.

You need to be 18 or older to order, and the delivery address you give us must be one where someone can receive the parcel during business hours.

Prices and what you'll pay

The price shown on a product page is what that item costs, in South African rand. Slovaskie (Pty) Ltd is not currently registered for VAT, so prices do not include VAT and we do not issue VAT invoices. If we register for VAT in future, prices will include it at the applicable rate and this page will be updated to say so.

Delivery is charged separately and shown at checkout before you pay. The total at checkout is the full amount you'll be charged — there are no other fees, and we don't add anything after you've paid.

We change prices from time to time, and a price change never affects an order we've already accepted. Very occasionally a price is loaded incorrectly and the mistake is obvious. If that happens we'll contact you before dispatching, and you can either confirm the order at the right price or cancel it for a full refund.

Product photographs, colours and packaging are as accurate as we can make them, but screens differ and suppliers change packaging. The description on the product page is what governs what you're buying.

Paying for your order

You can pay by card, instant EFT and the other methods offered at checkout, which are processed for us by PayFast. We'll be adding Yoco as a second payment provider.

We never see or store your full card number. Payment happens on the payment provider's own secure systems, and they handle your card details under the card industry's security standards. What we receive back is confirmation that the payment succeeded.

We dispatch once payment has cleared in full. The goods become yours once we've received payment in full and you've taken delivery of them.

Getting your order delivered

We deliver anywhere in South Africa using courier partners arranged through Bob Go. We don't currently deliver outside South Africa.

You'll see an estimated delivery time at checkout, and we'll email you tracking details when your parcel is dispatched.

Delivery estimates are estimates. If something is going to be late we'll tell you. If we haven't delivered your order within 30 days of accepting it and we haven't agreed a longer time with you, you can cancel and we'll refund you in full.

If your order contains items that ship from different places, or a chilled or perishable item alongside something that doesn't need to travel cold, we may send it in more than one parcel arriving on different days. You'll only ever pay one delivery charge, and we'll tell you when we split an order. Perishable items are dispatched so that they travel cold and arrive with sensible time left on the date — which sometimes means we hold a Friday order until Monday rather than let it sit in a depot over a weekend. We'll tell you if that's happening.

Someone needs to be at the delivery address to receive the parcel and sign for it. If the courier can't deliver, they'll leave a notification and try again. If delivery fails repeatedly because nobody's there or the address is wrong, we may return the parcel to ourselves and refund you less the delivery cost we actually incurred.

If you ask the courier to leave a parcel with a neighbour, at a gate, or in another unattended place, that's your choice to make and we can't take responsibility for what happens to it afterwards.

Receiving your order

Please open your parcel and check it when it arrives, and check chilled and perishable items first.

If something's missing, damaged, not what you ordered, or faulty, tell us and we'll sort it out — including collecting the item from you at our cost. A photo helps and usually means we can deal with it the same day. The Returns and Refunds Policy explains exactly how, and how long you have for each kind of problem.

You don't need to take anything up with the courier on our behalf. Until you've accepted delivery, a parcel that goes missing or gets damaged on the way to you is our problem to solve, not yours.

Changing your mind, returns and refunds

Our [Returns and Refunds Policy](#) sets out your cancellation, return, exchange and refund rights, and forms part of these terms.

If something goes wrong

We take responsibility for loss you suffer because we've done something wrong, but not for indirect or consequential loss, lost profit or loss caused by something outside our reasonable control, and our liability for any order is limited to what you paid for it — except where the law requires us to take responsibility.

Product information on our site — including allergen, nutritional, age-suitability and safety information — comes to us from the manufacturer or supplier. Please read the packaging and any instructions that come with a product, especially for food, electrical items, children's products and anything used around animals, and keep them.

Using our site and our content

You're welcome to use our site to browse and shop. Please don't use it for anything unlawful, don't try to break into it or interfere with it, don't scrape it or copy it wholesale, and don't use it to send anyone spam.

Everything on the site — the Slovaskie name and logo, the page designs, our photographs and our written content — belongs to us or to the people who licensed it to us. You may look at it, share links to it, and print pages for your own use. Anything else needs our written permission. Brand names and product images belonging to the brands we stock remain theirs.

If you have an account, keep your password to yourself. Tell us straight away if you think someone else has got into your account.

If you post a review or send us a photo, comment or suggestion, you're giving us permission to use it on our site and in our marketing without paying you for it, and you're confirming it's yours to give.

How we'll contact each other

We'll contact you by email, at the address you gave us when you ordered, and sometimes by SMS or WhatsApp about a delivery. Please keep your contact details up to date, because that's how you'll get your order confirmation, tracking and any notice about a problem.

You can reach us at werner@slovaskie.com. Formal legal notices need to go to our physical address for service, which is in the last section of this page.

Changes to these terms

We update these terms from time to time — when the law changes, when we add a payment method or a delivery option, or when we simply find a clearer way to say something. The version on this page when you place an order is the version that applies to that order. The date at the foot of the page tells you when we last changed it. We'll say so on the site when we change something significant.

If a court ever finds that part of these terms can't stand, the rest of them carry on unaffected. And if we don't enforce something straight away — or at all — that doesn't mean we've given it up for the future.

If we disagree

If you're unhappy with anything, please tell us first at werner@slovaskie.com. Most things get fixed in a day or two, and we'd much rather fix it than argue about it.

If we can't resolve it between us, you can take it to the Consumer Goods and Services Ombud, free of charge. You can also complain to the National Consumer Commission, and none of this affects your right to go to court.

South African law governs these terms, and the South African courts have jurisdiction. We agree that the Magistrates' Court may hear any claim between us, even where the amount would allow it to be brought in the High Court.

Important information about us

This section is here because the law requires an online seller to give you a specific set of information, in one findable place, before you buy. Here it is.

Who we are. Slovaskie (Pty) Ltd, a private company incorporated in the Republic of South Africa under the Companies Act 71 of 2008.

Registration. Registration number 2026/636208/07, registered with the Companies and Intellectual Property Commission in the Republic of South Africa. Our director is Werner Piek.

Where to find us. Physical address: 77 Main Road, Onrus, Hermanus, Western Cape, 7201, South Africa. Telephone: +27 28 316 1858 (mobile +27 82 465 0377).

Website and email. www.slovaskie.co.za · werner@slovaskie.com

Address for legal documents. Our address for the service of legal documents (domicilium citandi et executandi) is 77 Main Road, Onrus, Hermanus, Western Cape, 7201, South Africa.

What we sell. Every product page describes the item, what's in the box or the pack, its size or weight, and — for food — its ingredients, allergens and best-before information, and for electrical and children's products, its age suitability and safety information. If anything you need in order to decide isn't on the page, email us and we'll get it for you before you buy.

What you'll pay. The full price is shown on each product page (we are not currently VAT-registered — see "Prices and what you'll pay" above). Delivery is shown separately at checkout, and the checkout total is the full amount payable including all taxes, delivery and any other charge. There are no fees beyond that total.

How you can pay. Card, instant EFT and the other methods shown at checkout, processed by PayFast. Yoco will be added as a second provider.

These terms and any guarantees. This page, together with the Returns and Refunds Policy and the Privacy Policy, is the full agreement between us. You can read all three at any time at www.slovaskie.co.za, and you can save, print or download each of them as a PDF from the link at the foot of each page. The guarantees that come with what you buy are set out in the Returns and Refunds Policy. Where a manufacturer gives its own additional guarantee, it comes with the product.

When we'll deliver. We dispatch and deliver within the times shown at checkout, and in any event within 30 days of accepting your order unless we've agreed something different with you. If we can't, you may cancel for a full refund.

Keeping a record of your order. We email you an order confirmation and a dispatch notification for every order, and both stay in your inbox. If you have an account, every order — items, prices, delivery address, date and status — is in your order history at www.slovaskie.co.za for as long as your account is open. You can download or print any of it. We keep our own record of your transaction for at least five years to meet tax and company-law obligations. If you'd like a copy of anything and can't find it, email us and we'll send it.

Returns, exchanges and refunds. Set out in full in our [Returns and Refunds Policy](#).

Dispute resolution. You may also complain to the National Consumer Commission at www.thencc.org.za.

Security and privacy. Payments are processed by PayFast on their own secure, card-industry-compliant systems, over an encrypted connection. We don't receive or store your full card number. What we do with your personal information, how we protect it, and where it goes, is set out in our [Privacy Policy](#).

Ongoing or repeat supply. We don't currently sell subscriptions, standing orders or anything else on a recurring basis, so no minimum contract period applies to anything you buy from us. Each order stands on its own.

Your right to cancel. For most goods bought online you have a legal right to cancel within seven days of receiving them, without giving a reason and without penalty, paying only the direct cost of returning the goods. We give you 30 days instead of seven, which is more than the law requires. That right doesn't apply to a few kinds of goods — food, drink and other goods for everyday consumption delivered to your home or workplace, goods that spoil or expire quickly, goods made or personalised to your specification, and audio, video or software you've unsealed. Our [Returns and Refunds Policy](#) explains all of this, and explains the separate rights you have if something is faulty, which apply to everything we sell including food.

