

## **Terms of use**

Welcome to the Helderberg Breweries website at [www.helderbrew.co.za](http://www.helderbrew.co.za) ("Website"). Please take a moment to read these online shopping terms and conditions including our policies (collectively the "terms") to understand how they apply to your use of our website and any products that you may order online. These terms apply to all purchases made online from the website. Please read these terms carefully and ensure you understand them.

## **Orders**

As part of the registration process, you will be required to either submit your date of birth. This is to verify that you are over the age of 18 years, which is a requirement to purchase from the Website.

By submitting an order to buy products, you

- Represent and warrant that you are over the age of 18 years;
- Represent and warrant that you are authorised to make payment and that there are sufficient funds available
- In order to protect our interests as well as yours, we may scrutinise transactions to prevent fraud. A transaction may be refused if Helderberg Breweries is not satisfied that it is legitimate.

## **Methods of payment**

Prior to delivery or confirmation from us for collection of the products by you, the order will only be processed once we have received successful confirmation of payment.

## **Delivery**

On delivery of the order to the specified delivery address, you will receive our delivery note showing the items delivered. For verification purposes, the person accepting delivery at the delivery address will be required to produce a form of identification. Any person other than yourself who receives the products at the delivery address is presumed to be authorised to accept delivery on your behalf. Should no-one be in attendance at the delivery address specified by you at the time of delivery, the driver will return the products and leave a notice at the delivery address to that effect. The courier company will attempt to contact you to make new arrangements for delivery. We reserve the right to charge an additional delivery fee should it be required under these circumstances. Our sole liability for failing to deliver the products timelessly is limited to delivery being effected at a later agreed time at no additional charge.

Please arrange that you or your authorised representative, who is a responsible person, is available to accept your purchases at the delivery address and that appropriate access will be made available. On delivery, we will require you or your authorised representative to sign and print your or their name on a duplicate copy of the delivery note, to confirm receipt. We have outsourced all deliveries and accordingly, we cannot, to the extent permitted by law, be liable for any damage suffered or loss incurred by reason of any acts or omissions of the courier.

## **Delivery confirmation**

On receipt of your order we will send you an email describing the products you have ordered. These communications confirm we have received your order, but do not represent any acceptance of your offer to purchase products from us.

We are not legally obliged to provide the products and services to you during the offer process. The contract between you and Helderberg Breweries will only be completed when we dispatch the products to you.

Delivery dates are estimates only, and as we process your order we will inform you if any products or services on your order turn out to be unavailable or delayed for any reason.

## **Brewery pick-up**

You may place an order online and then collect it from the brewery. To collect from the brewery, place your order online as normal and select the "collect" option instead of entering your delivery details.

Products may only be picked up from the brewery upon presentation of a valid proof of identity and the collection notice, which can be printed either once your payment is completed. Please ensure that the person you have named to pick-up the order shows one of the following forms of identification:

- South African ID; or
- South African driver's licence; or
- Passport

## **Order tracking**

Your order can be tracked via our chosen couriers online portal. Details will be provided upon a successful transaction.