HARTSTOCHT TERMS & CONDITIONS

In using our Platforms and Services, you are in agreement with Hartstocht Terms & Conditions and to be bound by them.

Information supplied

- These Terms & Conditions together with our Privacy Policy will form a written contract between our customer and Hartstocht and will govern our relationship and your use of our Platform (our websites, mobile sites, mobile Apps, emails, social media platforms or any other technology or mechanism that is used to interact with us) and/or Services (our products, goods, services or functionality offered, owned or operated by Hartstocht) or access of the Hartstocht premises.

- Hartstocht owns and/or is entitled to use exclusively all of the information made available on our Platforms or through our Services.

- Hartstocht Platforms and Services may include from time to time advertisements from third parties and/or external links to other websites possessing their own information.

Returns

- Hartstocht policy concerning services and products supplied is in accordance with the Consumer Protection Act. No 68 of 2008 (“CPA”) and will comply with the requirements of the CPA in relation to exchanges, returns and refunds.
- Where the CPA applies to you and/or the services and/or products in question, Hartstocht will provide the warranties, undertakings and assurances as required under the CPA, but subject to any limitations and restrictions as allowed under the CPA

Wine Sales

- As Hartstocht customer you may be entitled to cooling-off rights. In other words certain products may be returned within a 7 day of receipt for a full refund, within 5 working days, on the condition that the products are undamaged and shipped in there original packaging.

- Hartstocht accepts orders of 3-bottle boxes or 6-bottle cases. Payment (POP) needs to be made upon order acceptance and delivery will then be done within 4 days after payment confirmation.
- Payments can be done via Credit Card and/or EFT .

General

- Hartstocht is at all times entitled to take whatever action we may deem necessary and reasonable to preserve security and reliability of our Platforms and Services
- Any dispute between Hartstocht Estate and its customers shall be referred to arbitration an finally resolved in accordance with the rules of the Arbitration Foundation of South Africa. Such arbitration shall be held at Hartstocht Estate, conducted in the English Language before one arbitrator who is appointed in accordance with the said rules. The outcome will be final and not subject to appeal. The arbitrator shall have the power to give default judgement if any party fails to make submissions on due date and/or fails to appear at the arbitration.
- These general terms are governed by and interpreted in accordance with the laws of South Africa without given effect to any principles of conflict of law, with you consenting to the exclusive jurisdiction of the courts of the republic of South Africa

Hartstocht Estate:

- Hartstocht address and contact details are:

  Elandskloof road,
  Citrusdal
  South Africa

- Tel: 0795154181

- Email: info@hartstocht.co.za

- Website: www.hartstocht.co.za