

# RED DOT CATERING (PTY) LTD THE GROCERY EXPRESS

## TERMS & CONDITIONS

### **Registering Online:**

You are required to register with The Grocery Express at [www.groceryexpress.co.za](http://www.groceryexpress.co.za) before placing your first online order. Please click on Register to complete the registration form. Registration and/or use of our online shopping services constitutes your acceptance and agreement to be bound by the General Terms and Conditions of our Services.

To register you will be required to provide certain personal information including personal and payment card details, as well as an email address and password. Please keep your personal information secure. We accept no liability for any damages suffered or losses incurred from the unauthorized use of your personal information. You will be required to enter your email address and password each time you visit our Home Delivery Service at [www.groceryexpress.co.za](http://www.groceryexpress.co.za)

### **Product Sales and Availability**

All products displayed on our website and Mobile apps are subject to availability and will be delivered only within the Republic of South Africa to areas where we deliver. All prices shown on our website and mobile site are quoted in South African Rands and are valid and effective only in the Republic of South Africa. We reserve the right to discontinue or change the specifications of our products and services from time to time without notice. We will inform you as soon as possible if any products or services ordered by you are not available.

For Home Deliveries: A minimum order to the value of R500.00 needs to be placed, and paid for, before the delivery will take place.

### **Pricing**

The Prices Charged on the Website is the price you will pay, that is reflected on our online ordering system and are subject to availability. All items on the Webstore prices for Home Deliveries (Cash Online) are Vat Inclusive. All items on the Webstore for Food Service Customers are Vat Exclusive. Special promotions may be subject to certain conditions, including stock availability and limited offer stipulations.

### **Payment**

When you place your order, funds equal to the total value of your order will be reserved against the card you are paying with during the checkout process.

By submitting your order, identity number and payment card details you warrant that you are authorized to make payment with the payment card and that there are sufficient funds available to pay for the order.

### **Stock Availability**

We cannot always guarantee stock availability and will deliver a substitute product, if possible, where you have authorized us to do so. If we are unable to supply certain items or quantities ordered, you nevertheless agree to accept delivery and make payment for the items delivered.

### **Confirmation of Orders**

Your order is deemed to be accepted when you receive an order confirmation.

You will receive by email a detailed tax invoice showing the products purchased. Value-Added Tax and the amount debited from your payment card. You be asked to log in to our website and check the items on the webstore when the driver arrives with your order. For verification purposes, the person accepting delivery at the delivery address may 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 authorized to accept delivery on your behalf.

Should no-one be in attendance at the time of delivery, the driver will keep the products and leave a notice. The driver will try to contact you to make new arrangements for delivery or collection. We reserve the right to charge a delivery fee should it be required.

### **Returns & Refund**

Goods must be examined on receipt and not claim in respect of shortage or damage will be considered by The Grocery Express if not noted on the document of receipt.

### **Cancellation**

You will only be able to cancel orders a day prior to your delivery day. We may debit your payment card for the delivery fees in respect of any late cancellations. If you cancel your payment for any reason or if your payment card should cease to be valid for whatever reason, you will remain liable for the full purchase price, including all related costs. We reserve the right to cancel any sale and/or your registration in the event of a breach of any of these or the General Terms.

### **Risk and Ownership**

Risk in the products shall pass to you or your authorized representative on delivery. We will retain ownership of the products until payment is received in full.

### **Payment Terms and Conditions:**

1. Detailed description of goods and/or services Red Dot Catering (PTY)Ltd t/a The Grocery Express is a business in the Foodservice industry that delivers Grocery Items to Both Businesses and Homes.
2. Delivery policy Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way Electronic Invoice. (For e.g., booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)
3. Export restriction (Optional) The offering on this website is available to South African clients only.
4. Return and Refunds policy the provision of goods and services by Red Dot Catering (PTY)Ltd t/a The Grocery Express is subject to availability. In cases of unavailability, Red Dot Catering (PTY)Ltd t/a The Grocery Express will refund the client in full within 30 days. Cancellation of orders by the client will attract a

3.5 % administration fee. (If appropriate – provide details of your policy regarding damaged goods. Also mention guarantees, warranties, etc.)

5. Customer Privacy policy Red Dot Catering (PTY)Ltd t/a The Grocery Express shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA).

6. Payment options accepted Payment may be made via Visa and MasterCard.

7. Card acquiring, and security Card transactions will be acquired for Red Dot Catering (PTY)Ltd t/a The Grocery Express via Paygate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Paygate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

8. Customer details separate from card details Customer details will be stored by Red Dot Catering (PTY)Ltd t/a The Grocery Express separately from card details which are entered by the client on Pay Gate's secure site. For more detail on Paygate refer to [www.paygate.co.za](http://www.paygate.co.za).

9. Merchant Outlet country and transaction currency the merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

10. Responsibility Red Dot Catering (PTY)Ltd t/a The Grocery Express takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country of domicile Red Dot Catering (PTY)Ltd t/a The Grocery Express This website is governed by the laws of South Africa and chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

12. Variation The Grocery Express may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information This website is run by Red Dot Catering (PTY) Ltd a private company based in South Africa trading as The Grocery Express and with registration number 2020/155029/07 and CS LIEBENBERG, N LIEBENBERG Directors.

14. Red Dot Catering (PTY)Ltd t/a The Grocery Express contact details Company Physical Address: 92 Hope Street George Western Cape South Africa Email: [sales01@groceryexpress.co.za](mailto:sales01@groceryexpress.co.za)  
Telephone: +27448743729

We do not accept American Express or Diners Club cards online, however we continue to accept these cards in our stores.

This is because neither American Express nor Diners' Club cards operate with 3D Secure (the one-time PIN process that verifies many other cards like Visa and MasterCard). 3D Secure is best practice in e-commerce, and as we are constantly working to protect the safe online shopping of our customers, we must insist on 3D Secured cards.