

# TERMS & CONDITIONS

1. GROOTE POST is a business in the producing and selling of wine.

## 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 1 working day and delivery confirmed by way of e-mail, on the day the order leaves the farm.

## 3. Export restriction

The offering on this website is available to South African clients only.

## 4. Return and Refunds policy

The provision of goods and services by GROOTE POST is subject to availability. In cases of unavailability, GROOTE POST will refund the client in full within 30 days. Cancellation of orders by the client will attract a 40 % administration fee of the total value of the order.

## 5. Customer Privacy policy

GROOTE POST 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). The PAIA may be downloaded from:[http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569) .

## 6. Payment options accepted

Payment may be made via Visa and MasterCard.

## 7. Card acquiring and security

Card transactions will be acquired for GROOTE POST 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 GROOTE POST separately from card details which are entered by the client on PayGate'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

GROOTE POST 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

This website is governed by the laws of South Africa and GROOTE POST 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

GROOTE POST 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 GROOTE POST based in South Africa trading as GROOTE POST VINEYARDS and with registration number 9819799/07 and Nick Pentz as Director.

## 14 GROOTE POST contact details

GROOTE POST VINEYARD upon Darling Hills, R307 between Mamre on the way to Darling.

Email: [sales@grootepost.co.za](mailto:sales@grootepost.co.za)

Telephone: (022) 492 2825