

DELIVERY & RETURNS POLICY

Value Baking Supplies sells baking supplies online. This document refers to only sales done through our online platform and does not include procedures done at physical stores or through special arrangements. The use of any product bought from this our website is at the purchaser's risk. The purchaser / user waivers & shall not hold Value Baking Supplies accountable for any loss, injury or damages which may be sustained as a result of using the products sold on valuesupplies.co.za.

DELIVERY POLICY

Value Baking Supplies delivers using a 3party courier service within major areas in South Africa, door-to-door, depending on where you're located. Shipping fees are weight based and vary from area to area.

DELIVERY ZONE*	FLAT FEE *	DELIVERY DAYS*	MAX WEIGHT*	EXCESS WEIGHT*
<i>Remote areas will be subject to a delivery surcharge in addition to the basic delivery fee. Calculations can be viewed on checkout.</i>	<i>Flat fee to zone may be subject to area & excess weight limit requirements. Calculations can be viewed on checkout.</i>	<i>Days are calculated from confirmation email of order. Delivery days are set as a guideline & may be subject to change due to unforeseen circumstances, public holidays, etc.</i>	<i>Weight limit per zone area before excess weight fees apply. Calculations can be viewed on checkout.</i>	<i>Price per 5kg extra per order. Calculations can be viewed on checkout.</i>
Local Brown Zone Major Cities	R 70	1-2 Days	30kg	R 20
Local Yellow Zone Major Cities	R 95	1-2 Days	30kg	R 20
Orange Zone Outlying & Remote	R 150	3-4 Days	15kg	R 35
Orange Zone National Major Cities	R 150	3-4 Days	15kg	R 20
White Zone National Major Cities	R 180	3-5 Days	15kg	R 20
Grey Zone National Major Cities	R 180	4-6 Days	15kg	R 20
Purple Zone Outlying & Remote	R 500	6-8 Days	10kg	R 35
Purple Zone: <i>Remote areas will be subject to a delivery surcharge in addition to the basic delivery fee. View all applicable areas here. Deliveries may be conducted by on-forward carriers. Surcharge amounts will be calculated on checkout.</i>				

Colour Zone Area Guideline*					
*This a Guideline only – not limited to / subject to these areas only. Please consult the checkout calculator to know which zone you fall into.					
Local Brown Zone Major Cities	Local Yellow Zone Major Cities	Orange Zone Outlying & Remote	Orange Zone National Major Cities	White Zone National Major Cities	Grey Zone National Major Cities
WESTERN CAPE:	WESTERN CAPE:	WESTERN CAPE:	WESTERN CAPE:	FREE STATE:	NORTHERN CAPE:
Athlone	Grabow / Hermanus District	Knysna	George	Harrismith	Kimberley
Brackenfell	Houtbay	Mossel Bay			Kuruman
Bloubergstrand	Macassar	Oudtshoorn	EASTERN CAPE:	GAUTENG:	Upington
CT Centre	Malmesbury	Plettenberg Bay	East London	Vaal	
Durbanville	Paarl	Sedgefield	Port Elizabeth		FREE STATE:
Elsiesriver	Paarl Mountain			KZN:	Welkom
Gardens	Peninsula 1		FREE STATE:	Durban	
Khayelitsha	Somerset West		Bloemfontein	Newcastle	
Kuilsriver	Stellenbosch East			Pietermaritzburg	
Maitland	Strand		GAUTENG:	Port Shepstone	
Milnerton	Table Mountain 1		Johannesburg	Richards Bay	
Newlands	Wellington		Pretoria		
Parrow	Worcester			LIMPOPO:	
Peninsula 2				Polokwane	
Sea Point					
Stellenbosch North				MPUMALANGA:	
Stellenbosch South				Nelspruit	
Table Mountain 2				Witbank	
Waterfront					
				NORTH WEST:	
				Klerksdorp	
				Rustenburg	

Should you have any queries regarding your delivery options, please call us on **021 981 0304** or email enquiries@valuesupplies.co.za

LATE DELIVERY

The Electronic Communications and Transactions Act 25 of 2002 (“ECT Act”) entitles you to cancel your purchase within 7 days’ notice if the products you have purchased are not delivered within the agreed delivery period as specified in the Value Baking Supplies terms and conditions. The product(s) in question must be returned to Value Baking Supplies in their original state & unopened packaging. Any such cancellation must be done via the Value Baking Supplies Customer Centre by emailing enquiries@valuesupplies.co.za. We will then refund you as per our refund policy.

STOCK SHORTAGES

Should a product you have ordered be:

Temporarily unavailable, Value Baking Supplies will notify you thereof as well as the anticipated delay in delivery and, unless you agree to wait for such longer period for delivery, or accept delivery of another product instead or a credit on your Value Baking Supplies account, Value Baking Supplies will issue a refund in respect of that product to you.

Permanently unavailable, Value Baking Supplies will notify you and, unless you agree to accept another product instead or a credit on your Value Baking Supplies account, Value Baking Supplies will issue a refund in respect of that product to you.

Should you have redeemed a voucher or coupon against a product that is temporarily unavailable and you do not agree to an extended delivery period, or to accept delivery of another product instead, or the product is permanently unavailable and you do not agree to accept another product instead, Value Baking Supplies will re-issue you with a replacement voucher to the same value, with the same voucher terms and conditions.

NON-DEFECTIVE PRODUCTS (your right to return)

Except for certain exceptional cases (including free products, gifts received, promotional, on special, end of range, and not limited to; on the site or any products that have passed the expiry date), you are entitled to return any purchase concluded on Value Baking Supplies within 7days of the product(s) being delivered.

In order to obtain a purchase price refund, the product(s) being returned must be sent back to Value Baking Supplies in accordance with the return procedure set out in clause 7 below.

If the incorrect product is delivered to you by mistake (i.e. it is not the product you purchased), please do not remove the product from its original packaging or use the product at all. Please promptly contact Value Baking Supplies Customer Centre on **021 981 0304** or email enquiries@valuesupplies.co.za to notify Value Baking Supplies thereof, so that we can resolve the mistake by arranging to collect the incorrect product and deliver the correct product to you as quickly as possible.

DEFECTIVE PRODUCTS

General warranty:

If, within 6 months after delivery of a product to you:

You find that the product is defective/faulty, unsuitable for the purpose generally intended (or otherwise expressly indicated by Value Baking Supplies at time of purchase), or not legal or reasonably durable (based on the circumstances and product type) (“defective”); and – you arrange to return such product to Value Baking Supplies for inspection in accordance with the returns procedure in clause 7 below, and the product is subsequently found to indeed be defective, you are entitled to either –

(a) be fully refunded, or (b) have the product repaired or replaced at Value Baking Supplies expense (the decision between repairing or replacing being that of Value Baking Supplies depending on availability and other relevant circumstances, and in this regard you acknowledge that Sale/ On Special products will usually only be able to be repaired. Items that cannot be replaced/ repaired will then be communicated with you and you will be refunded accordingly.).

If the product is found NOT to be defective, you will NOT be entitled to any repair, replacement or refund but will instead be liable for the costs incurred in having such product returned to Value Baking Supplies and then redelivered to you.

When is a product defective? Please note: the following are examples of things which will NOT be regarded as defects and will NOT entitle you to any repair, replacement or refund under the general warranty above: faults resulting from normal wear and tear; damage arising from incorrect usage of the product.

Supplier's warranty:

Certain products may come with a supplier's guarantee. If so, this will be stated in the product listing on the site. Clear details of these guarantees are given in their listings and no shopper may ask to be covered by a wider-ranging guarantee other than the one shown on such product listing.

EXCLUSIONS & RETURNS POLICY

You may not under any circumstances return the following:

Products that you or any other person have used, altered, repaired, incorporated or added to where such alteration, repair, incorporation or addition has not been authorised by Value Baking Supplies.

Food products/ Perishables:

- If the food item is returned on the basis that it is the incorrect product purchased by the client or any such association; a 10% handling fee may be charge. The item must return in its original packaging unsealed and in original condition; within 7 days of purchase along with the original purchase slip.
- If you have used the product and deemed it to be spoiled; unsatisfactory; or not up to par the item may be returned.
- Under the standards of the complaint and the reason for return of the product; it will be left up to the store manager, assistant managers or owners to determine whether a full refund is in order and whether the item is to go back to the supplier for further testing.

Non-Food products:

- If the food item is returned on the basis that it is the incorrect product purchased by the client or any such association; a 10% handling fee may be charge. The item must be returned in its original and sealed packaging and in original condition; within 7 days of purchase along with the original purchase slip.
- If you have used a product and found it to be damaged or faulty, please contact us or arrange a return of the product for refund, replacement or repair; depending on the circumstance.

RETURN PROCEDURE TO BE FOLLOWED

- Log in to www.valuesupplies.co.za
- Under Profile select Returns
- Fill in return form
- Specify the reason for the return.
- Specify if you want to receive credit on your account or a refund.

- For swap outs/exchanges, please call the call centre at 021 981 0304 or email us at enquiries@valuesupplies.co.za
- Pack item(s) into box in its/their original packaging in order to protect the items you are returning. Our courier will arrange to collect the package from the address you supplied within 10 -14 days. If you prefer you can courier the package back to the following address:

Value Baking Supplies returns

Value Baking Supplies Online
Shop 53, Brackenfell Shopping Centre
Old Paarl Road, Brackenfell,
Cape Town, 7560

Refund

Within 10 business days of the returned item having been cleared by Value Baking Supplies quality control; the money will be refunded back in the form of payment used for the original order (either EFT or Credit Card), unless specified that a store credit or a swap out is preferred. (in the Returns form)

PROCESSING OF CREDITS AND REFUNDS

Where your Value Baking Supplies account has been credited, you will be entitled to use such credit towards other purchases made by you on the site. Please note that if you've requested a refund as a credit on your profile- it is considered a final decision and cannot be changed to another credit option later. If you bought a sale item and want to return the item, the reduced price will be paid back to you and not the full price. If you redeemed a voucher against your purchase, and wish to return the item(s) from that purchase, the rand value paid for the item(s) being returned will either be refunded or credited to your account. The value of the voucher that was redeemed will not be refunded to you, or credited to your account. Rather, Value Baking Supplies will re-issue you with a replacement voucher to the same value, with the same voucher terms and conditions.

FRAUD PREVENTION

Value Baking Supplies reserves the right to refuse, in the interest of fraud prevention, processing any payment for any order, and/or to cancel any purchase partially or completely, with notice given to you. Value Baking Supplies will be responsible for returning funds for the cancelled portion of the order to you only if you have already paid such funds.

Value Baking Supplies undertakes that it has taken all reasonable precautions to secure the credit card processing that is carried out to receive payment for goods sold. Value Baking Supplies cannot be held responsible for security breaches occurring on the users electronic device (Personal Computer or other electronic device used to browse the Website), which may result due to the lack of adequate virus protection software or spyware that the User may inadvertently have installed on his/her device.