



TERMS & CONDITIONS

These Terms & Conditions (“Terms”) govern the purchase and use of products and services offered by Zeal (**“we,” “us,” “our”**) **through our online store.**

By placing an order through our website, you acknowledge that you have read, understood, and agreed to these Terms.

1. PRODUCTS

We sell women’s jelly bras and related products through our online store.

We make every reasonable effort to ensure that product descriptions, images, colours, sizes, and prices displayed on our website are accurate. However, slight variations in colour or appearance may occur due to different screen settings, lighting, or manufacturing batches.

Customers are responsible for selecting the correct product, colour, and size before placing an order.

2. ORDERS

An order is considered placed once payment has been successfully received and the order confirmation has been issued.

We reserve the right to refuse or cancel an order where:

- The product is unavailable or out of stock.
- An incorrect price or product description was displayed due to an obvious error.
- We are unable to verify payment.
- We reasonably suspect fraudulent or unauthorised activity.

If we cancel an order after payment has been received, the customer will be entitled to a refund of the amount paid for the cancelled order.

3. PRICING AND PAYMENT

T: +27 (0)10 534 5000 C: +27 (0)73 380 8625

E-Mail: sales@zealdigital.co.za

Web: www.zealdigital.co.za

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All prices displayed on our website are in **South African Rand (ZAR)** unless otherwise stated.

The total amount payable will be shown at checkout before the customer completes the order.

We accept the payment methods displayed on our website at the time of purchase.

An order will only be processed once payment has been successfully received.

4. DELIVERY POLICY

We aim to process and dispatch orders as quickly as reasonably possible after payment has been confirmed.

Estimated delivery times will be communicated at checkout or in the order confirmation.

Delivery times are estimates and may be affected by circumstances outside our control, including courier delays, public holidays, adverse weather, incorrect delivery information, remote delivery locations, or other unforeseen circumstances.

Customers are responsible for providing a complete and accurate delivery address and contact information.

If a parcel cannot be delivered because the customer provided incorrect or incomplete information, additional delivery charges may apply.

Once an order has been handed to the courier, delivery is subject to the courier's terms and operating procedures. We will, however, make reasonable efforts to assist customers in resolving delivery-related issues.

Customers should contact us as soon as possible if an order has not arrived within the estimated delivery period.

5. REFUND POLICY

We want our customers to be satisfied with their purchases. Refund requests will be handled in accordance with this policy and applicable consumer protection laws.

Refunds may be considered where:

- The wrong product was supplied by us.
- The product received is defective or damaged.
- The product is otherwise eligible for a refund under applicable law.

Where a refund is approved, the refund will generally be made to the original payment method used for the purchase, unless another method is agreed upon.

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Refund processing times may depend on the payment provider or financial institution.

Please note: For hygiene reasons, products that have been worn, used, washed, damaged, or returned without the required hygiene protection may not be eligible for return or exchange, except where applicable law provides otherwise.

Nothing in this policy limits any rights a customer may have under applicable consumer protection legislation.

6. CANCELLATION POLICY

Customers should contact us as soon as possible if they wish to cancel an order.

An order may be cancelled before it has been dispatched, where reasonably possible.

Once an order has been dispatched, cancellation may no longer be possible and the customer may need to follow the applicable return process.

Where a cancellation is accepted and payment has already been made, the customer will receive an applicable refund in accordance with our Refund Policy.

We reserve the right to deduct any reasonable costs that are lawfully chargeable in circumstances where an order has already been processed or dispatched.

7. RETURN AND EXCHANGE POLICY

Incorrect Size Ordered

Customers are responsible for selecting the correct size when placing an order.

If you order the **wrong size**, you may request an exchange provided that:

- The bra is returned to us **within 7 days of receiving the order**.
- The bra is **unused and unworn**.
- The bra has not been washed, damaged, stained, altered, or otherwise used.
- The product is returned in its original condition and packaging, where applicable.
- All hygiene seals, protective coverings, tags, or other original product components remain intact, where applicable.

Customers should contact us before sending the product back so that we can provide the applicable return instructions.

The customer may be responsible for the cost of returning the incorrectly ordered size and any applicable delivery cost for sending the replacement size, unless otherwise required by law or agreed by us.

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Exchanges are subject to stock availability. If the requested replacement size is unavailable, we may offer an alternative solution.

Incorrect Item Supplied

If we send you the wrong product or wrong size due to an error on our part, please contact us as soon as possible after receiving your order.

We will arrange an appropriate remedy, which may include an exchange or refund, subject to applicable law.

Defective or Damaged Products

If your product arrives damaged or has a manufacturing defect, please contact us promptly and provide photographs and/or other information reasonably required to assess the issue.

Where the product is confirmed to be defective or damaged, we will provide an appropriate remedy in accordance with applicable consumer protection laws.

Hygiene Requirements

Because bras are intimate apparel, strict hygiene requirements apply to returns and exchanges.

For health and hygiene reasons, we cannot accept the return or exchange of products that have been worn, washed, used, stained, damaged, or otherwise handled in a manner that makes them unsuitable for resale, except where the product is defective or applicable law provides otherwise.

8. HOW TO REQUEST A RETURN OR EXCHANGE

To request a return or exchange, customers should contact **Lee-Anne van der Merwe at 0733808625** and provide:

- Order number.
- Customer name.
- Product purchased.
- Reason for the return or exchange.
- Photographs where the product is damaged or defective.
- Requested replacement size, where applicable.

Customers should not send products back without first contacting us and receiving return instructions.

9. SALE AND PROMOTIONAL ITEMS

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Products purchased during promotions or sales remain subject to these Terms unless a specific promotion states otherwise.

Any special return, exchange, or promotional conditions will be communicated to customers at the time of the promotion.

10. CUSTOMER RESPONSIBILITIES

Customers agree to:

- Provide accurate billing and delivery information.
- Select the correct product and size before ordering.
- Inspect products promptly after delivery.
- Follow the care instructions supplied with the product.
- Follow the return and exchange procedures described in these Terms.

11. LIMITATION OF LIABILITY

To the extent permitted by applicable law, we will not be responsible for losses or delays caused by circumstances beyond our reasonable control, including courier delays, natural disasters, strikes, power outages, system failures, or other unforeseen events.

Nothing in these Terms excludes or limits any liability or consumer right that cannot lawfully be excluded or limited.

12. PRIVACY

Personal information provided when placing an order will be handled in accordance with our Privacy Policy and applicable data protection laws.

We may use customer information for purposes including processing orders, arranging delivery, communicating with customers, handling returns and refunds, and providing customer support.

13. CHANGES TO THESE TERMS

We reserve the right to update or amend these Terms from time to time.

The latest version will be made available on our website. Changes will apply to orders placed after the updated Terms have been published, unless otherwise required by law.

14. GOVERNING LAW

These Terms are governed by the laws of the **Republic of South Africa**, subject to any mandatory rights and protections afforded to consumers under applicable South African law.

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15. CONTACT US

If you have any questions regarding these Terms, your order, a return, an exchange, a refund, or delivery, please contact us:

Company: Zeal

Email: sales@zealdigital.co.za

WhatsApp/Phone: 073 380 8625

Website: www.zealdigital.co.za

Business Address: 598 Godfrey Street, Garsfontein, Pretoria

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