

TERMS AND CONDITIONS

Penmark Hospitality (Pty) Ltd) Registration 2017/450636/07

Acceptance of terms

The Company permits the use of this website subject to the terms and conditions. By using this website in any way, you shall be deemed to have accepted all the terms and conditions unconditionally.

Use of the Website

- You may only make a purchase on this website if you are 18 years of age or older.
- You agree that you will not use any device, software or other instruments to interfere or attempt to interfere with the proper working of this website. In addition, you agree that you will not use any robot, spider, other automatic devices, or manual process to monitor, copy, distribute or modify the website or the information contained herein, without the prior written consent from an authorised company representative.
- You may not use the website to distribute material which is defamatory, offensive, contains or amounts to hate speech or is otherwise unlawful.

The contents of this Website, including any information, software, icons, text, graphics, layouts, images, sound clips, trade names, logos and trademarks are protected by law, including but not limited to copyright and trademark law, and are owned by or licensed to the Company.

Secure shopping

Penmark Hospitality has partnered with PayFast to ensure your shopping experience is secure and easy. PayFast is a PCI DSS Level 1 gateway.

Furthermore, PayFast have an SSL certificate and use Extended Validation SSL with 2048-bit encryption, the highest level encryption available to ensure a safe shopping experience.

Prices

The prices displayed are inclusive of 15% VAT but exclude delivery costs. Though we endeavour to ensure that the prices displayed on the website are accurate, it is possible that erroneous prices may be displayed from time to time. In such cases, we shall not be obliged to sell the product at the erroneous price and will correct erroneous prices as soon as we become aware of them. Displaying a price on the website does not constitute an undertaking by us to maintain that price for any length of time.

Agreement of sale

Placing a product in your trolley does not constitute an order for that product and we cannot be held liable if the product is no longer available, or if the price has changed by the time the checkout process is completed.

An agreement of sale comes into effect when either a credit card authorisation is received from the issuing bank, or a bank transfer is reflected on our bank statement. We reserve the right to cancel an order at any point in time without giving any reasons. In this case, we shall be liable to refund any money already paid in respect of that order.

Please note that due to the nature of our business and the types of product that we stock, our website will show a product as being available even if only one item is available for sale. If you require a larger quantity than is available, we may not be able to supply additional items at the same price, within the same time frame, or in some cases, at all. For large orders, we would recommend that you contact us directly for assistance.

Cancellation of Orders

Should you wish to cancel all or part of an order, please contact Penmark Hospitality.

Email: shop@penmark.co.za

Telephone: 041 484 7614 (Mon-Thurs: 8:00-16:30 & Fridays 8:00-16:00)

Privacy

Penmark Hospitality values your privacy.

Penmark Hospitality shall take all reasonable steps as required by the Protection of Personal Information Act (4 of 2013) and the Promotion of Access to Information Act (2 of 2000), to protect your personal information that we collect through our website.

Contacts

Email: shop@penmark.co.za

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