

SOUTH AFRICAN ECOMMERCE LEGAL PACK

For Neltrading Investment (Pty) Ltd t/a Endless Choices

This legal pack is drafted to align with the Consumer Protection Act (CPA),
Electronic Communications and Transactions Act (ECTA), and
Protection of Personal Information Act (POPIA).

1. TERMS AND CONDITIONS

Company Information:

Legal Entity: Neltrading Investment (Pty) Ltd

Trading As: Endless Choices

Registration Number: 2022/252898/07

Physical Address: Willoughby Street, Kenmare, Krugersdorp, 1739

Email: info@endlesschoices.co.za

Telephone: +27 81 078 0665

Information Officer (POPIA): Charmain Nel

These Terms govern all purchases and use of this website.

Delivery is limited to physical addresses within South Africa.

All prices are in ZAR and include VAT where applicable.

Risk passes to the consumer upon delivery.

Consumers have a 7-day cooling-off right under ECTA.

All goods carry a 6-month implied warranty under CPA.

We reserve the right to cancel fraudulent or suspicious transactions.

We are not liable for indirect or consequential damages.

Nothing in these Terms limits rights under the CPA.

2. PRIVACY POLICY (POPIA COMPLIANT)

We collect personal information including name, contact details, delivery address, and order history.

Information is collected for order processing, delivery, fraud prevention, and legal compliance.

We do not sell personal information.

You have the right to access, correct, delete, or object to processing of your data.

Requests may be sent to info@endlesschoices.co.za.

We implement appropriate security safeguards including SSL encryption.

Personal information is retained only as long as legally necessary.

3. RETURNS & REFUNDS POLICY

Cooling-Off Returns:

You may return goods within 7 days of delivery, unused and in original packaging.

Customer is responsible for return courier costs unless goods are defective.

Defective Goods:

All goods carry a 6-month CPA warranty.

You may choose repair, replacement, or refund.

Refunds are processed within 14 days after inspection.

4. SHIPPING POLICY

Delivery within South Africa only.

Physical street addresses required.

Delivery fees are displayed at checkout.

Orders dispatched within 48 hours if in stock.

We are not liable for delays caused by events beyond our control.

5. COOKIE POLICY

We use cookies to improve website functionality and analyse traffic.

By using this website, you consent to the use of cookies.

You may disable cookies in your browser settings.

6. WEBSITE DISCLAIMER

Website content is provided 'as is'.

We do not guarantee uninterrupted access.

Nothing excludes liability where prohibited by South African law.