



BOTTLE LADY (2020/847192/07) further refer to as: our / us / we / store, below.

TERMS & CONTDITIONS

Welcome to Bottle Lady website and online store. We provide our services and products to you subject to the following terms and conditions. By accessing our website and making use of our online store and DIY recipes and general information, you, the user agrees to be bound by the Terms and Conditions set out in the below notice.

We reserve the right to modify the stipulated Terms and Conditions at any time without prior notification. It is the responsibility of the user to always abide by any changes.

Please review the Terms and Conditions periodically. Any use of our site and online store, constitutes full acceptance of our service terms.

EXCHANGE / RETURN POLICY

Please note that we have a no cash refunds policy. We are however happy to refund you with a store credit in the form of a digital gift card that can be used at any time within a year of date of issue. The clients are responsible for returning the unwanted items / package at their own cost. Any returns or exchanges are required to be in original packaging.

ONLINE ORDERING TERMS AND CONDITIONS

- All orders to be placed via online store only. If for any reason you are not able to access our online store, orders can be placed by personal store visits or via email. No telephonic orders or WhatsApp orders will be accepted as of 31 January 2021.
- Orders will only be processed once full payment has been confirmed via deposit into our business bank account, with details as below:
 - Bottle Lady Current Account
 - First National Bank
 - EFT Generic Branch Code: 250 655
 - Account Number: 628 779 48 227
- If payments are made via electronic funds (EFT), proof of payment should be emailed to: info@bottl lady.co.za. The order reference number / invoice number or your name and surname should be used as reference.
- If payments are made via Payfast Payment Gateway, Bottle Lady will receive Proof of Payment via Payfast Payment Gateway.
- Orders without any payments made within 48 hours from receiving your invoice will automatically be cancelled, except if a written agreement was made with Bottle Lady.
- Ordered items are considered sold and payments are not refundable and cannot be exchanged for other products.
- Our lead time is generally 1-3 business days, subject to stock availability. If any delays are foreseen on any item ordered, you will be notified via email or WhatsApp within 24 hours of placing your order.





- Bottle Lady will keep you updated on the status of your order. It is essential to provide your contact details for email and or WhatsApp communications in this regard.
- Orders are open for South African residents only.

ELECTRONIC COMMUNICATIONS

By visiting our Bottle Lady website and or online store you will be in communication with our staff members electronically. You thus consent to receive electronic communications from us electronically in return.

Be assured that your personnel information, ie: contact names, numbers, addresses and or payment details will be kept to the strictest confidentiality and will at no time be made available to any third parties, except for the dispatch of your courier parcel information as needed by our courier facility to be able to deliver to your door as and when needed.

USAGE RESTRICTIONS

ALL content of the Bottle Lady Website is for the sole purpose and use of Bottle Lady and may not be used without prior written consent of Bottle Lady owner and or management. Content is subject to copyright restrictions. You are not allowed to access or use any of the content on our website and or online store prior to acceptance of our terms and condition or having our written consent to use any item(s) on our website or related to Bottle Lady.

PRODUCT IMAGES / DISPLAYS

Bottle Lady is committed to providing you as our valued customers with the highest quality products. All images on our website / online store are reflecting products and packaging as were available on date of image capturing. Due to supply and availability some of our packaging may change from time to time.

