

Coat World Terms & Conditions

General

This website, found at www.coatworld.co.za and references to 'you', and 'your' shall be deemed to be references to persons placing an order via the www.coatworld.co.za website, as well as for telephone or postal orders. These terms & conditions also cover our emails, Twitter, Facebook and Instagram and any other associated promotional activity and/or social media platform account(s).

Coat World is a trading company, owned and operated by Aarons Coats (Pty) Ltd, all references to Coat World on this website, social media platform(s) and within these terms and conditions all fall under Aarons Coats (Pty) Ltd.

Orders

When you place an order with us it will be deemed that you have read, understood and agreed to these Terms & Conditions. If you are unhappy with any part of these terms and conditions, you should contact us before placing an order, either by phone or by emailing hello@coatworld.co.za or by post at the address given below.

By placing an order through our website you are making an offer to Coat World to purchase the goods outlined in your order upon the terms described in your order. When you place an order, we will require your name, email address, online secure payment, telephone number and address details. This information is required in order to process your request or inform you of acceptance of our order. A contact phone number is needed so that we can get in touch if there is a problem with your order. We may, unless you inform us otherwise, provide our couriers with your contact phone number in case they need to reach you to arrange the delivery of your order.

After placing an order online, we will provide you with confirmation that your order has been received but this is not confirmation that your offer to buy the items has been accepted. Our contract for the sale of our products will only exist once an order has been accepted, processed and despatched to you.

Please note that we will not be able to meet any obligations as a result of the following reasons:

- If the product you ordered is out of stock
- We are unable to authorise your payment
- If it is identified that there is a product description or pricing error
- If customers do not reach any order criteria outlined in Coat World's Terms & Conditions
- If our delivery companies are temporarily unable to deliver due to exceptional conditions that are beyond our control including hazardous weather and/or accidents.

Should there be an issue with your order; one of our team will contact you either by phone or email. Please ensure that you check all items on receipt, as faulty or damaged items must be reported within ten (10) working days of placing your order. Coat World reserves the right to reject any offer of purchase by you at any point.

Please note that whilst we will make every effort and reasonable care to keep your order details and payment secure, we cannot be responsible for any loss you may suffer if a third party procures unauthorised access to any information that you supply when accessing and/or ordering from www.coatworld.co.za/Coat World website

We undertake all reasonable care to ensure that all the details, prices and descriptions of products on our website are accurate at the time when they are either entered onto our system and/or printed. Whilst we endeavour to keep the website as up-to-date and accurate as is possible, there may be very rare occasions when the information on the website (including product descriptions) at a certain time may not reflect the position exactly at the point an order is placed. We do not give any warranty as to the accuracy or completeness of the information and cannot be responsible for any errors, omissions and/or for the results arising from the use of such information.

Please note that we are unable to confirm the price of a product until your order is accepted in line with our order acceptance conditions. Please also note that as computer monitors/screens vary in nature and resolution, we cannot guarantee that your monitor's representation of any colour will be completely accurate.

Faulty Goods

Goods are faulty if they are received damaged; however this does not include the results of normal wear and tear.

Order Cancellation

If you are not happy with products you have chosen and received, you have the right, provided you exercise your right no longer than ten (10) days from your purchase date. Please note however that we pride ourselves on our commitment to the highest levels of customer service and will consider every situation on a case by case basis, subject to the situation, after this period.

Intellectual Property

Coat World retains copyright and all other rights to listings, services, images, videos and all other information on this site, as well as all social media platforms such as Instagram, Facebook and Twitter to name only a few. Unauthorised modification, duplication, publication, exploitation or disclosure to third parties is strictly prohibited.

Changes in General Conditions

Coat World reserves the right to revise these terms from time to time. If you disagree with the general terms we do not recommend use of our service and/or our website. You will be required to accept the T's & C's every time you transact on our website.

We reserve the right to ban any individual up-loader or website domain from using our services for any reason.

Security

Anyone downloading or trying to download malware or damaging coding on this site, or who tries to gain unauthorised access to any page on this site, will be prosecuted. Coat World will claim civil damages from such a person if Coat World suffers any damage or loss.

You agree and guarantee that the username and password you use to log in is for your personal use only, and will not be passed on to any third party.

You allow Coat World to take all steps reasonably possible to ensure the integrity and security of the site and in the administrative office.

All credit card transactions on the site are protected by SSL (Secure Socket Layer) encryption and reinforced by various encryption processes with the aim of offering the most effective possible protection of any sensitive information. Coat World has no access to any confidential information regarding your payment method(s).

Indemnity

Coat World is responsible for adhering to the Consumer Protection Act 68 of 2008 ("CPA") with the sale of any products from the site. Similarly, Coat World is responsible for adhering to articles 43(5) and 43(6) of the Electronic Communication and Transactions Act in terms of payment systems and security.

However, neither Coat World nor any of its representatives will be held responsible for any loss or accountability of any kind that arises from the use of (or inability to use) this site, its services or content.

Furthermore, Coat World provides no guarantee, implied or otherwise, that the content or technology attached to this website is free of errors or omissions. Nor is there any guarantee whatsoever that service will be 100% uninterrupted or faultless. We encourage you to report any possible malfunctions and errors by emailing info@coatworld.co.za

It is your responsibility, before accepting these Ts & Cs, to determine whether the service available through this website satisfies your individual needs and is compatible with your hardware or software. Information, ideas and opinions expressed on this web site should not be regarded as professional advice, or as Coat World's official stance.

We encourage you to obtain professional advice before taking any action on the strength of information, ideas or opinions expressed on this site.

Applicable Laws

This site is offered, controlled and run from the Republic of South Africa. As such it is governed by South African legislation, and subject to the disputes clause in these Ts & Cs.

You and Coat World are subject to the non-exclusive jurisdiction of the South African courts. Each and every section of these terms and conditions must be read as individual and separable from the rest of the terms and conditions.

Should any court or qualified authority find that any of the terms are invalid or unenforceable; the remainder of the terms and conditions will remain standing, despite invalidity or unenforceability of an individual term.

Copyright and other intellectual property

Any and all copyright relating to the website, including these terms and conditions, is held by Coat World. All rights not expressly given are reserved. You may download, view and print content from this site only for private and non-commercial ends. To obtain permission for commercial use of any content from this site, please send an email info@coatworld.co.za

Coat World is unable to edit or screen all content on the site, and will not be held accountable for illegal, libellous or obscene content. We advise you to inform Coat World of any offensive or illegal material.

All content, trademarks and data on this website, including but not limited to software, databases, text, graphics, photographs, icons, links, private information, designs and agreements, are the property of or under licence

of Coat World. As such they are protected by local and international legislation and agreements.

In respect of the above policies we aim to place an utmost importance on customer/shopper experience and protection of the website and its lawful user(S). We thank you for utilizing our online store.