

Terms and Conditions

THAT HERB COMPANY Online Terms and Conditions

1. That Herb Company (Pty) Ltd is a business in the e-commerce industry that retails Health Products.
2. Delivery policy: Subject to availability and receipt of payment, requests will be processed within 1-3 working days and delivery confirmed by way of tracking company waybill number.
3. Return and Refunds policy: The provision of goods and services by That Herb Company (Pty) Ltd is subject to availability. In cases of unavailability, That Herb Company (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5% administration fee. Any goods damaged in transit will either be replaced or refunded provided That Herb Company (Pty) Ltd has been advised within 1 working day. All products are sold with a 7-day satisfaction guarantee. If you are not completely happy with a product that you received with your order, you can contact us within 7 days of receipt with the reason of dissatisfaction. If the product is in its original sealed state, we will issue a return number and a return delivery address. Shipping costs for the return will be for your account. Upon receipt, we will inspect the item and if it is in its original sealed state, we will refund you the value of the product. If you have opened and/or used the product and are not satisfied, we will pass your feedback onto the supplier of the product. The supplier's remedy is then up to their own discretion and That Herb Company (Pty) Ltd itself will not be held responsible for issuing a refund.
4. Customer Privacy policy: That Herb Company (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.
5. Payment options: Accepted Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the That Herb Company (Pty) Ltd bank account, the details of which will be provided on request.
6. Card acquiring and security Card transactions will be acquired for That Herb Company (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.
7. Customer details separate from card details: Customer details will be stored by That Herb Company (Pty) Ltd separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to paygate.co.za.
8. Merchant Outlet country and transaction currency: The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).
9. Responsibility: That Herb Company (Pty) Ltd takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.
10. Country of domicile: This website is governed by the laws of South Africa and That Herb Company (Pty) Ltd chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, Newlands, Pretoria, Gauteng, South Africa.
11. Variation: That Herb Company (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.
12. That Herb Company (Pty) Ltd contact details:
Company Physical Address: 223A Gloxinia Avenue, Newlands, Pretoria, South Africa.
Email: info@thatherbcompany.com
Telephone: +27 82 331 3954