



1. TERMS & CONDITIONS

1.1 Introduction

This website (jdkproducts.co.za) is operated by JDK Products. By accessing or using this Website, you agree to be bound by these Terms.

1.2 Company Information

- Company Name: JDK Products
- Address: Mooikloof, Pretoria
- Email: info@jdkproducts.co.za
- Phone: +27 67 484 3909

1.3 Products

We supply fishing-related products. All products are subject to availability and may be withdrawn at any time.

1.4 Pricing & Payment

- Prices are in ZAR and include VAT unless stated otherwise
- Payment must be received before dispatch
- Errors may be corrected before order fulfilment

1.5 Orders

Orders constitute an offer to purchase. Acceptance occurs upon confirmation.

1.6 Delivery

Delivery is within South Africa. Risk passes to the customer upon delivery.

1.7 Consumer Protection (CPA Compliance)

- 7-day cooling-off period applies to online purchases

1.8 Limitation of Liability

Nothing excludes your rights under South African law. We are not liable for misuse of products or indirect damages.

1.9 Governing Law

These Terms are governed by South African law.

2. PRIVACY POLICY (POPIA)

2.1 Information Collected

- Name, contact details, delivery address
- Payment details (processed securely)
- Website usage data (cookies, IP)

2.2 Purpose of Processing

- Order fulfilment
- Customer communication
- Legal compliance

2.3 Sharing of Information

Information may be shared with:

- Payment providers
- Delivery partners
- IT service providers

We do not sell personal information.

2.4 Data Security

Reasonable technical and organisational safeguards are implemented.

2.5 Your Rights

You may:

- Access your data
- Request correction or deletion
- Object to processing

Requests: info@jdkproducts.co.za

3. PAIA MANUAL

3.1 Records Available

- Website information
- Customer and transactional records (on request)

3.3 Request Process

Requests must be submitted in writing to the Information Officer with sufficient detail.

3.4 Grounds for Refusal

Access may be refused where required to protect privacy, confidentiality, or security.

4. SHIPPING POLICY

4.1 Delivery Timeframes

- Main centres: 2–5 business days
- Outlying areas: 3–7 business days

4.2 Processing Time

Orders processed within 1–3 business days after payment confirmation.

4.3 Costs

Shipping calculated at checkout.

4.4 Risk

Risk transfers upon delivery.

5. RETURNS & REFUNDS POLICY

5.1 Cooling-Off (ECTA)

Returns accepted within 7 days:

- Items must be unused and in sealed, original packaging
- Return shipping at customer cost

5.2 Defective Goods (CPA)

At time of delivery, customer may choose:

- Repair
- Replacement

- Refund

5.3 Exclusions

- Used items
- Opened products
- Custom-made goods

5.4 Refunds

Processed within 7–14 business days after inspection.

6. CHECKOUT CONSENT (POPIA + LEGAL)

Mandatory Tick Boxes:

I agree to the Terms and Conditions

I have read and accept the Privacy Policy and consent to the processing of my personal information in accordance with POPIA

I confirm that the information provided is accurate

Last Updated: March 2026

Company: JDK Products