



Stax of Wood CC  
Reg nr: 2009/219546/23

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## Terms and Conditions Policy

Please read these Terms and Conditions carefully before making any online purchases from Stax of Wood. This policy outlines the terms governing the use of our website and the purchase of products from our online store. By accessing our website and placing an order, you agree to comply with these Terms and Conditions.

### 1. General

- 1.1. Stax of Wood operates an online store for the sale of wood products and related accessories.
- 1.2. All purchases made through our website are subject to these Terms and Conditions.
- 1.3. Stax of Wood reserves the right to modify or update these Terms and Conditions at any time without prior notice. It is your responsibility to review the Terms and Conditions periodically.

### 2. Ordering and Payment

- 2.1. By placing an order on our website, you confirm that you are at least 18 years old and legally capable of entering into a binding contract.
- 2.2. All prices displayed on our website are in the local currency and include applicable taxes, unless otherwise stated.
- 2.3. Payment for your order can be made through the available payment options provided on our website.
- 2.4. Stax of Wood retains the right to refuse any order placed through our website.

### 3. Product Information

- 3.1. Stax of Wood strives to provide accurate and detailed product information on our website. However, we do not warrant the accuracy, completeness, or reliability of such information.
- 3.2. Product images on our website are for illustrative purposes only and may not reflect the exact appearance or dimensions of the actual product.

#### 4. Shipping and Delivery

4.1. Stax of Wood will make reasonable efforts to process and deliver your order within the specified timeframe. However, we are not liable for any delays beyond our control.

4.2. Shipping costs, if applicable, will be calculated and displayed during the checkout process. Any additional taxes or customs duties imposed during international shipping are the responsibility of the customer.

#### 5. Returns and Refunds

5.1. Stax of Wood strives to ensure your satisfaction with our products. If you receive a damaged or defective item, please contact our customer service within 14 days of receipt to arrange a return or exchange.

5.2. We do not accept returns for products that have been used, altered, or damaged by the customer. Return shipping costs may be the responsibility of the customer unless otherwise agreed upon.

5.3. Refunds for returned items will be issued using the original payment method, excluding any shipping or handling charges.

#### 6. Intellectual Property

6.1. All intellectual property rights, including copyrights and trademarks, associated with our website, products, and content are the property of Stax of Wood.

6.2. You agree not to reproduce, distribute, modify, or use any copyrighted material from our website or associated materials without our prior written consent.

#### 7. Limitation of Liability

7.1. To the extent permitted by law, Stax of Wood shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from the use or inability to use our products or website.

7.2. Stax of Wood's total liability, if any, for any claim related to your purchase shall not exceed the amount paid by you for the specific product giving rise to the claim.

#### 8. Governing Law and Jurisdiction

8.1. These Terms and Conditions shall be governed by and interpreted in accordance with the laws of South Africa.

8.2. Any disputes arising from or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of South Africa.

By making a purchase from Stax of Wood's online store, you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions.



Gustav Kirstein  
Stax of Wood Management