



The 4 Paws Inn

Where Every Tail Wags Happily!

4 Paws Inn & Hotel: E-Commerce Terms & Conditions:

1. Introduction

These terms and conditions govern your use of the 4 Paws Inn & Hotel e-commerce platform ("the Website") and the purchase of products through our online store. By placing an order, you agree to be bound by these terms.

2. Legal Capacity & Age Restriction

You must be 18 years or older and possess legal capacity to enter into transactions. By using this Website, you warrant that you have legal capacity to enter into binding contracts.

3. Prices & Payment

- All prices are in South African Rand (ZAR) and include VAT
- Prices are subject to change without notice
- Payment is required in full at time of purchase
- We accept:
 - Major credit cards
 - Debit cards
 - Instant EFT
 - Payment via WhatsApp

4. Order Process

4.1 Orders become binding when:

- You submit your order through our Website
- Payment is successfully processed
- You receive order confirmation from us

4.2 We reserve the right to:

- Refuse any order
- Cancel orders in case of pricing errors
- Limit order quantities

5. Delivery

5.1 Collection Options:

- In-store collection at 434 Koeberg Road, Milnerton
- Collection during daycare/boarding visits

5.2 Delivery Terms:

- Local delivery available within 20km radius of store
- Delivery fees calculated at checkout
- Standard delivery within 3-5 working days
- Delivery times are estimates only

6. Returns & Refunds

6.1 Return Policy:

- 7-day return period for unused items in original packaging
- Returns must include proof of purchase

- Refunds processed within 7-10 working days
- Shipping costs for returns are customer's responsibility

6.2 Exclusions:

- Personalized items
- Opened pet food/treats
- Hygiene products
- Items marked as final sale

7. Product Information

- Product images are illustrative only
- We strive for accuracy but cannot guarantee exact color matches
- Specifications may change without notice
- Stock availability subject to change

8. Consumer Protection

These terms comply with the Consumer Protection Act 68 of 2008 (CPA). Nothing in these terms limits your rights under South African consumer protection laws.

9. Privacy & Security

- Payment processing complies with PCI DSS standards
- Personal information handled as per POPIA requirements
- See our Privacy Policy for detailed information

10. Limitation of Liability

Our liability is limited to the purchase price of products. We are not liable for:

- Indirect or consequential losses
- Losses not reasonably foreseeable
- Damages arising from misuse of products

11. Governing Law

These terms are governed by South African law. Any disputes will be subject to the exclusive jurisdiction of South African courts.

12. Changes to Terms

We may update these terms at any time. Changes will be effective immediately upon posting to the Website.

13. Contact Information

For queries regarding these terms:

- WhatsApp: 067 014 2070
- Email: hello@4pawsinnandhotel.com
- Address: 434 Koeberg Road, Milnerton, Cape Town

Last Updated: December 2024

