

SO-CA HOME will commence on Wednesday, 27 March 2020, delivering to your door.

Please register on our website where you will be prompted for your email address and an OTP will be sent to your email address to complete registration

There will be a minimum order value of R1500.

Please follow the Link below to register for the Home Delivery Service:

www.weloveourcustomers.co.za *** this link needs to take them directly to the landing page for the online shopping, now our home page**

TERMS AND CONDITIONS:

- Please make sure before placing your order that you fall within the delivery area – this you will find on our website
- Please note that in order for us to deliver we require a minimum order to the value of R1500
- Your order needs to be placed 48 hours in advance
- You will receive a notification that your order has been dispatched
- You are required to register @ wwwso-ca.co.za before placing your first online order. Please click on Register to complete the registration form. Registration and/or use of our online shopping services constitutes your acceptance and agreement to be bound by the General Terms and Conditions
- To register you will be required to provide certain personal information including personal and payment card details, as well as an email address and password. Please keep your personal information secure. We accept no liability for any damages suffered or losses incurred from the unauthorised use of your personal information. You will be required to enter your email address and password each time you visit our Home Delivery Service
- Only registered users may order Goods on the Website .If you are under 18 years of age you will need to get permission from an adult supervisor to continue use
- You agree and warrant that our username and password shall:
- Be used for personal use only and not be disclosed by you to a third party.
- For security purposes you agree to enter the correct username and password whenever ordering Goods, failing to do so you will be denied access.

NO CONTACT DELIVERY:

- When our drivers arrive at your delivery address they have been instructed to ring the bell and stand back at a safe distance
- We will package your order in bags and there will be no need to handle our delivery crates
- The driver will place the crate at your door and wait for you to answer, and you will remove the bags from the crate
- Our driver will then take your name, date, time in your presence so there will be no need to sign any invoice.
- You may then collect your items and go back inside, the driver will then remove the crates.

OUR PROCESSES:

- All our trucks are sanitized daily before and after shifts
- Our drivers will sanitize before and after each delivery
- Our warehouse team are equipped with gloves, masks and are sterilised upon entering and exiting our warehouse to ensure high standards of hygiene at all times.

HOW CAN YOU HELP:

Please remember to wash your hands regularly before and after deliveries and please avoid any contact with our drivers like handshakes.

WEBSITE TERMS AND CONDITIONS:

- By accessing our website you agree to the terms and conditions set out on this page. Please pay special attention to the capitalised text as they relate to your ability to recover losses you may incur in connection with our website. Persons under 18 must have their parents' or legal guardian's consent to be bound by our terms of use."

- Our terms contain specific provisions to limit our liability. These terms have been set out in capital letters. You should pay particular attention to these terms since they limit your ability to recover losses that you may incur in connection with your use of our website.
- If you are not yet 18, you must obtain your parents' or legal guardians' advance authorisation, permission and consent to be bound by our terms of use prior to you accessing our website, using any of the services on our website or participating in any of the activities offered. If you are under 18 and fail to obtain such consent you may not access our website, use the services or participate in the activities available via our website.
- You are solely responsible for any and all telephone usage and rental fees and/or internet access service fees that may apply to your use of this website and the services offered on it.
- We may change our terms of use from time to time. Such changes will take effect as and when published. Therefore, you should keep up-to-date with their content and read these terms of use at all times prior to using this website since the then current version of the terms will apply to your use.
- The downloading and use of data contained on this website is done at your sole discretion. You should independently verify the completeness and reliability of the information provided on or via this site. Also be aware that viruses or code which may have a harmful effect on your computer system could be transmitted to you. You are responsible for implementing suitable protection mechanisms to prevent such harm from occurring.
- You will be required to choose a username and a password when registering with us or using some of our services. You are responsible for keeping your username and password secret. You will be required to enter your username and password every time you want to use one of our subscription services. You accept that you will be personally liable for all transactions concluded on your account.
- We are committed to protecting your privacy. We will collate the information which you give to us to provide you with services and personalize your use and visits of this site. We may also use such information to inform you, the user, about changes in the services we offer and/or about features we think you would find of interest. We may also permit the affiliated entities in our company group to inform you about products or services they offer that might interest you. By giving us this information, you consent to our use of it for these purposes and for the purposes outlined in our Personal Information Processing Policy, including for the purpose of processing your orders and instructions. For further information regarding our treatment of your personal information, you are referred to our Personal Information Processing Policy.

CUSTOMER PRIVACY POLICY

- SO-CA FOODS 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 information Act 2 of 2000 (PAIA) . The PAIA may be downloaded from www.polity.org.za/attachement.php/aa_id=3569

PAYMENT OPTIONS ACCEPTED

- Payment may be made via Visa and Mastercard

CARD ACQUIRING AND SECURITY

- Card transactions will be acquired fo SO-CA Foods via Paygate (pty)Ltd who are the apporved payment gateway for all South African Acquiring banks .Paygate uses the sticktest 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

CUSTOMER DETAILS SEPARATE FROM CARD DETAILS

- Customer details will be kept by So-Ca Foods seperastely from card details which are entered by the client on Paygate 's secure site . For more details on paygate refer to www.paygate.co.za

MERCHANT OUTLET COUNTRY AND TRANSACTION CURRENCY

- The merchant outlet country at the time of presenting payment options to the cardholder is South Africa . Transactioncurrency is South African Rands (ZAR)

RESPONSIBILITY

- SO-CA FOODS takes responsibility for all aspects relating to the transaction including sale of goods and services sold on the website , customer service and support ,dispute resolution and delivery of goods

COUNTRY OF DOMICILE

The website is governed by the laws of South Africa and So-Ca Foods chooses as its domicilium citandi et executeandi for all purposes under this agreement , weather in respect of court process , notice , and or other documents of communication of whatsoever nature.

VARIATION

- So-Ca Foods may, in its sole discretion , change this agreement or any part thereof at any time without notice.

RETURNS POLICY:

- We will only accept returns if notified within 24 hours should product not be satisfactory.
- Only products that are in its original packaging will be accepted
- SO-CA Foods will use their own discretion whether returns will be permitted or not

COMPANY INFORMATION

This website is run by Afrisource Procurement cc. T/A so-Ca foods and with Reg No 2008/235675/23 and BN Hersch as director

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