

THE STELLENBOSCH COLLECTION

TERMS & CONDITIONS

By accessing or using this website, placing an order, or clicking on any acceptance or consent box where applicable, you agree to comply with and be bound by the Terms and Conditions set out below. If you do not agree to these Terms and Conditions, please do not use this website.

These Terms and Conditions govern the use of this website and all transactions concluded through it.

1. General

- This website is operated by The Stellenbosch Collection.
- By using this website, you confirm that you are at least 18 years of age.
- No wine or alcoholic products will be sold or supplied to persons under the age of 18 years.
- You agree to provide accurate, current and complete information when placing orders or creating an account on the website.
- We reserve the right to refuse service, terminate accounts, or cancel orders at our discretion.

2. Products & Availability

- All products displayed on the website are subject to availability.
- Vintage changes, packaging changes, and product updates may occur without prior notice.
- We reserve the right to discontinue products or limit quantities at any time.
- Images displayed on the website are for illustrative purposes only and may differ from the actual product.

3. Pricing

- All prices displayed on the website are in South African Rand (ZAR) and include Value Added Tax (VAT), unless otherwise stated.
- Prices are subject to change without notice.
- Delivery charges, where applicable, will be displayed during the checkout process.
- Promotions, discounts, and special offers are subject to specific terms and may be withdrawn at any time.
- Discounts and promotional offers cannot be combined unless expressly stated.

4. Orders & Payment

- Payment for online purchases is processed through the website's approved payment methods.
- Orders will only be processed once full payment has been received.
- We reserve the right to cancel any order in the event of pricing errors, suspected fraud, stock unavailability, or payment issues.
- An order confirmation sent via email does not constitute acceptance of the order. Acceptance only takes place once the order has been processed and dispatched.

5. Delivery

- Deliveries are available within South Africa only, unless otherwise specified.
- Delivery times are estimates only and may vary depending on destination and courier operations.
- Please allow approximately 5 to 10 working days for delivery from receipt of payment.

- All deliveries are made by third-party courier services to the delivery address provided by the customer.
- Goods must be signed for upon delivery.
- If delivery cannot be completed due to incorrect information or the recipient being unavailable, additional delivery charges may apply.
- Risk in and ownership of the products pass to the customer upon delivery to the nominated address.
- We are not liable for delays, losses, or damages arising after delivery has taken place.

6. Account Registration

- Certain areas or features of the website may require account registration.
- You are responsible for maintaining the confidentiality of your login details and for all activities conducted under your account.
- We reserve the right to suspend or terminate accounts suspected of misuse or fraudulent activity.

7. Website Use

You agree not to:

- Use the website for unlawful purposes;
- Attempt to gain unauthorised access to the website or its systems;
- Introduce viruses, malware, or harmful code;
- Copy, reproduce, distribute, or exploit website content without written permission.

All content on this website, including text, imagery, branding, logos, and design elements, remains the property of The Stellenbosch Collection or its licensors and may not be used without prior written consent.

8. Privacy

We are committed to protecting your privacy and ensuring that your personal information is collected and processed lawfully and responsibly.

By using this website, you consent to the collection and use of your information for purposes related to:

- Processing and delivering orders;
- Customer communication and support;
- Marketing communications where consent has been provided;
- Improving website functionality and customer experience.

Personal information may be shared with trusted third-party service providers where necessary for payment processing, deliveries, or operational purposes.

For more information, please refer to our Privacy Policy available on the website.

9. Marketing Communication

- By subscribing to our mailing list or creating an account, you may receive occasional marketing communication relating to wines, events, offers, or news.
- You may unsubscribe from marketing communications at any time using the unsubscribe link included in communications or by contacting us directly.

10. Returns

We take pride in the quality of our wines and products.

- If you receive an incorrect, damaged, or defective product, please contact us within 7 days of delivery.
- Returns may only be accepted for products that are unopened and in their original condition, unless the product is defective.
- We reserve the right to inspect returned products before approving replacements, credits, or refunds.

11. Refunds

- Refunds will only be processed where required by applicable consumer protection laws or where approved by us.
- Refunds for incorrect or defective products will be processed once the returned goods have been received and assessed.
- Refund processing times may vary depending on banking institutions and payment providers.

12. Limitation of Liability

- Use of this website is at your own risk.
- While we endeavour to ensure that all information on the website is accurate and up to date, we make no warranties or representations regarding the accuracy, completeness, or reliability of website content.
- We will not be liable for any indirect, incidental, or consequential loss arising from the use of this website or products purchased through it.
- Nothing in these Terms and Conditions limits any rights afforded to consumers under applicable South African law.

13. Intellectual Property

All intellectual property on this website, including trademarks, logos, photographs, graphics, copy, and design elements, is owned by or licensed to The Stellenbosch Collection and may not be reproduced or used without prior written permission.

14. Changes to Terms & Conditions

We reserve the right to amend these Terms and Conditions at any time without prior notice. Updated versions will be published on the website and will take effect from the date of publication.

15. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of South Africa. Any disputes arising from the use of this website shall be subject to the jurisdiction of the South African courts.

16. Contact Information

For any questions regarding these Terms and Conditions, orders, returns, or website use, please contact:

The Stellenbosch Collection

Tel: +27 21 881 3881

Email: info@thestellenboschcollection.com

Website: [The Stellenbosch Collection](#)