

Gift Voucher Policy

1. Voucher validity

Purchased gift vouchers are valid for a period of three (3) years from the date of issue, unless a longer period is specified.

Any remaining balance not redeemed within the validity period will expire in accordance with applicable legislation.

2. Redemption

Gift vouchers may be redeemed for products and/or services available at the time of redemption.

Vouchers may be used in full or in part. Any unused balance will remain available for future purchases until the voucher has been fully redeemed or reaches its expiry date.

3. Voucher value

Gift vouchers are issued with a Rand value and not for specific products or services.

The value of products and services may change over time. Voucher holders will be entitled to goods and/or services up to the Rand value reflected on the voucher at the time of redemption.

4. Non-refundable and non-transferable to cash

Gift vouchers are not redeemable for cash, and no cash refunds will be issued in exchange for a voucher or any unused portion thereof, except where required by law.

Any remaining balance will be retained as credit on the voucher until redeemed or expired.

5. Lost, stolen or damaged vouchers

Gift vouchers should be treated as cash.

The business cannot accept responsibility for lost, stolen, damaged, altered, or unauthorized use of vouchers. Replacement vouchers may be issued at the discretion of management where satisfactory proof of purchase is provided.

6. Verification and record keeping

The business reserves the right to verify the authenticity, balance, validity, and ownership of any voucher before redemption.

Customers may be required to provide the original voucher or proof of purchase when redeeming a voucher.

7. Promotional and complimentary vouchers

Promotional, complimentary, competition, loyalty, or goodwill vouchers are not purchased vouchers and may be subject to separate terms and conditions, including different validity periods, redemption restrictions, and exclusions.

The terms applicable to the specific promotion will apply.

8. Right to refuse fraudulent use

The business reserves the right to refuse redemption of any voucher that appears to have been altered, duplicated, forged, obtained unlawfully, or used contrary to these terms and conditions.

9. Applicable law

This voucher policy is governed by the laws of South Africa, including the Consumer Protection Act 68 of 2008, where applicable.