



Terms & Conditions

We aim to make your experience with us smooth, transparent and enjoyable. Please take a moment to review our Terms & Conditions, which apply to all customers.

1. All official orders must be placed via email or online. Orders placed by phone are accepted at the customer's own risk, and Marula Berry Trading will not be held liable for any errors. This is why we strongly recommend placing orders in writing.
2. **Online orders** – All payments made by the customer takes 48 hours to process as Paygate is a gate way for payments and not a direct payment into our account. We will advise you once the payment reflects and your order is ready for dispatch or collection.
3. We endeavour to always keep stock available, however, certain items may require a **lead time**. Customers will be advised accordingly.
4. Once an order has been **processed and paid**, no changes, swops, or additions can be made. To modify your selection, a **new order must be placed**.
5. **Gqeberha (City Centre) clients** are offered one free delivery for orders exceeding R1000 ex Vat per month, after which a minimal fee of R60.00 – R80.00 per order is charged.
6. If you have placed an **incorrect order**, please contact us as soon as possible on 041 581 7627, so we can assist. A **10% handling fee** will apply for returns where items requested due to incorrect order placed or items no longer required by the customer. Products must be unused, in their original packaging, and in original condition to be considered.
7. **Return shipping** is at the customer's own cost and is non-refundable. Please ensure all returns are securely and property packaged to prevent damage in transit.
8. All goods remain the **property of Marula Berry Trading** until **paid for in full**.

9. All prices are **subject to change without prior notice**.
10. Discounts may apply to **bulk orders over R10 000 (ex-Vat)**. Discount is applied on a **case-by-case basis** and not guaranteed.
11. Refunds or exchanges may be requested within **7 business days** if an item is **defective**. **Sale items are not refundable**. **Proof of bank account details** is required to process all refunds.
12. The following items are **non-returnable and non-refundable**: Personalised or Custom Orders / Sale Items / Promotional Items / Food & Beverage Items.
13. All returns must be **pre-approved** by Marula Berry Trading. Unauthorised returns may not be accepted or processed.
14. **Uniform Orders** – Please ensure that the correct style, colour and sizing are selected when placing your order. Once an order has been placed, no changes can be made. No returns will be accepted for customer error. Please refer to our sizing guide on our website.
15. **All goods to be inspected upon delivery**. Any damages or shortages must be reported within 48 hours of receipt.
16. **Wall Mounted Soap Dispensers** – we offer a 6-months warranty on refillable wall mounted soap dispensers, provided that: The dispenser is refilled exclusively with Marula Berry Trading liquids. Warranty claims will not be honoured if alternative liquids are used.
17. **Payment Terms** – Account customers are required to settle invoices within the agreed payment terms. Late payments may result in order delays, suspension of credit facilities, or interest being charged on overdue accounts.
18. Marula Berry Trading shall not be liable for any indirect, incidental or consequential damages arising from the use or inability to use our products.
19. **Force Majeure (Events Beyond Our Control)** – Marula Berry Trading shall not be liable for delays or failure to perform due to events beyond our reasonable control, including but not limited to supplier delays, transport disruptions, natural disasters, or labour disputes.
20. **Privacy & Customer Information** – Customer information is handled in accordance with the Protection of Personal Information Act (POPIA) and will not be shared with third parties without consent, except where required by law.