



TERMS & CONDITIONS

1. Detailed Description Of Goods And/or Services

GlycoTech is a for profit business which manufactures and distributes products and services to its customers and members of the public.

2. Shipping/Delivery Policy

GlycoTech only does Shipping/Delivery Nationally throughout South Africa. All items are shipped door to door via courier service of our choice.

R100 Flat Shipping to all Major Cities/Towns:

Durban, Pietermaritzburg, Johannesburg, Pretoria, Nelspruit, Bloemfontein, East London, Port Elizabeth, George, Kimberly, Cape Town, Stellenbosch.

- Subject to availability and receipt of payment, order processing takes 24 hours
- Packages arrive within 2-3 business days in major cities
- Packages arrive within 3-5 business days in outlying areas
- Your shipping will be calculated on checkout – this includes all outlying areas not listed above as major cities/towns.
- Subject to availability and receipt of payment, orders will placed on Fridays before 2.00pm are dispatched same day - orders received after 2.00pm on Fridays are dispatched on Monday.

We offer free shipping on orders over R2500.

YOU WILL RECEIVE A SHIPPING CONFIRMATION VIA EMAIL UPON DISPATCH OF YOUR ORDER. This will have your tracking number on it should you wish to track your order.

3. Export Restriction

The offering on this website is available to South African clients only at this stage.

4. Return and Refunds Policy

The provision of goods and services by GlycoTech is subject to availability. We want you to be completely satisfied with your online purchase. If you change your mind for any reason, we'll gladly accept a return of any full priced or sale item subject to the following conditions:

We do not issue refunds back to your method of payment. We hope this will encourage you to take your time in selecting your purchases and feel free to reach out to us with any questions regarding the service or item you select for purchase. Store Credit never expires. We will be adding new products and services from time to time and hope we can assist you in finding something new if your purchase doesn't work out! Store Credit will be sent to you in the form of an E-Giftcard via email when your Return is processed. It will be sent to the email address you have on your customer profile.

E-GIFTCARDS: Expect an emailed E-Giftcard within 3 business days of the delivery of your return at our warehouse. Store Credit is not processed the day your item is delivered. It must be sorted, inspected, and processed. Thank you for your patience!

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If you are Mailing in your return, please send it here:

GlycoTech, 20 Manchester Road | Pinetown | KZN | 3610 | South Africa.

- We only offer STORE CREDIT for returns. We don't issue refunds back to your method of payment.
- We DO NOT send return labels, so you can send the item back however you prefer.
- Merchandise must be returned within 14 days from the receive date.
- Merchandise must be unopened and unused.
- Original invoice must be included in your return package. If you do not have your original invoice, you can print out your order confirmation email or go to your customer profile on our Website and print out your order summary.
- Store credit cannot be applied to future purchases until the return is processed. Meaning, you cannot apply the store credit before we have actually issued it to you.
- Items of the Day, Flash Sale and Sale Items are FINAL SALE!
- We do not hold items for returns or exchanges.
- Please allow 3 business days for return processing.
- Once your return is processed, we will email you an egift card with your store credit that you can use on the website.
- Preorders of backordered items may ship separately.
- Any returns past the policy will not be accepted or store credited.

EXCHANGE POLICY / INCLUDING DAMAGED GOODS POLICY

- Exchanges must be the same item.
- We are not able to exchange for different items.

If we have the item in stock, we will send it to you. If we don't have your item in stock, we will send you an egift card with store credit.

5. Customer Privacy Policy

GlycoTech 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 to Information Act 2 of 2000 (PAIA).

6. Payment Options Accepted

Payment may be made via Visa and MasterCard using PayGate as the payment portal, as well as Zapper and Direct EFT.

7. Card Acquiring And Security

Card transactions will be acquired for GlycoTech via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest 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.

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8. Customer Details Separate From Card Details

Customer details will be stored by GlycoTech separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za.

9. Merchant Outlet Country And Transaction Currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

10. Responsibility

GlycoTech takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country Of Domicile

This website is governed by the laws of South Africa and GlycoTech chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, GlycoTech, 20 Manchester Road | Pinetown | KZN | 3610 | South Africa.

12. Variation

GlycoTech may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company Information

This website is run by Lindsay George Dillman, based in South Africa trading as GlycoTech and is a Sole Proprietor.

14. GlycoTech Contact Details

Company Physical Address:

GlycoTech, 20 Manchester Road | Pinetown | KZN | 3610 | South Africa

Email: info@glycotech.co.za

Telephone: 031-702-8456