

This site is owned and run by Wolf Wolf Kids (Pty) Ltd, registration number 2015/252642/07

The Wolf Wolf online shop ("the site") accessed at www.wolfwolf.co.za, enables customers to shop for items ("the products") online and have them delivered door-to-door or if so chosen by the buyer ("users " or "you"), picked up at the Wolf Wolf business premises on a pre-arranged agreement. All visitors to the site ("users" or "you") will be able to see the products on offer and do not need to be registered for an account to be able to buy.

All users and account holders, including those that buy from the site ("buyers") are bound by these terms and conditions ("T&Cs").

By registering, or using the site at all, you recognise that you have read, accepted and agreed to be bound by these T&Cs. Should there be any clause in these T&Cs that you do not understand, the onus is on you to contact Wolf Wolf Kids and ask to please explain the relevant clause to you before you accept the T&Cs by using or buying from the site.

1. HOW DOES BUYING ON THE SITE WORK?

1. The site allows you, the user, to place electronic orders ("order") for one or more products on offer.
2. A purchasing contract ("sale") between you and Wolf Wolf Kids only comes into effect once you have complete the following steps:
 - a) You have fully completed AND submitted the online order form for one or more products in your shopping cart ("cart")
 - b) Your payment has been authorised by Wolf Wolf Kids (or has been received into the Wolf Wolf Kids bank account).
3. The purchasing process is wholly dependent on the product(s) being available.
4. Products on Wolf Wolf Kids cannot be reserved to be bought at a later stage, and placing an item in your cart without completing the order does not amount to a "sale".
5. This means that Wolf Wolf Kids may remove any product(s) from your cart before the sale actually takes place, in the event of the product going out of stock.

6. Wolf Wolf Kids cannot be held responsible if you do not fully complete the buying process and the product(s) you added to your cart have become unavailable when you try to complete the sale.

7. An invoice will be emailed to the email address you provided.

2. PRODUCT AVAILABILITY

Please take note that the stock amounts of all items offered on this site is limited.

This can include the event of only certain sizes/colours on an offered item being out of stock.

Wolf Wolf Kids will make all reasonable attempts to ensure it is noted on the site when stock/specific sizes/colours of stock runs out. If it happens that Wolf Wolf Kids is unable to fulfill any order because stock is sold out, Wolf Wolf Kids will inform you via email and you'll be entitled to a reimbursement for the rand value you have paid for such product.

3. DELIVERY

Pricing

1. Wolf Wolf Kids, in conjunction with our chosen courier company, offers door-to-door delivery on all items ("product") ordered on the site.
2. For orders of R500 or more, Wolf Wolf Kids delivers free of charge within the borders of South Africa
3. For orders under R500, Wolf Wolf Kids charges a non-refundable R50 fee to deliver within the borders of South Africa.
4. This delivery fee is subject to change. If such a change were to happen, Wolf Wolf Kids will make all reasonable attempts to inform site-users of the change. The delivery fee on an individual's order will not change after the buyers purchase process has been completed.

Delivery address

1. Wolf Wolf Kids does not delivery to PO Box addresses
2. As buyer, you indicate where in South Africa you require delivery, as well as contact numbers to be used in connection with delivery

3. In the case of door-to-door delivery, your parcel will be delivered to the address you specified during your checkout process.
4. Should a sudden change of address occur, Wolf Wolf Kids must be informed as soon as possible at hello@wolfwolfkids.co.za. A delay in delivery might occur should there be a change of address and in such a case Wolf Wolf Kids cannot guarantee on-time delivery. Wolf Wolf cannot retain the item from the courier if it is already en route to the customer. Should a change of delivery address occur with the parcel already en route, the customer will be liable to pay a second delivery fee to allow for the second delivery process.
5. It is your responsibility to supply us with an address where you or an individual pre-arranged by you is able to receive the package between 8:00 and 18:00 on weekdays only.
6. No deliveries are to be made over weekends and/or public holidays.
7. If nobody is present at the address at the time of delivery, the courier will on the second attempt of delivery leave a note (in the letterbox if a residential address) to indicate that there was an attempted delivery.
8. The courier will try once more, and if at that time there is still no one to sign for the parcel, the parcel will be returned to Wolf Wolf Kids. In such a case you will be contacted to make new arrangements. The delivery fee (R50) relating to this second dispatch of your parcel will be charged to you and your parcel will not be sent out until proof of payment of delivery-fee is received. A new delivery time-frame of maximum 6 working-days will be in place as soon as your proof-of-payment is received.
9. If, after having been contacted by Wolf Wolf Kids, you fail to make a second attempt to receive the parcel, a return will be processed for the goods. You will be contacted order to confirm the refund method you would prefer. Should a delivery fee have been charged on the order (orders under R500), this will not be reimbursed, given that the courier and Wolf Wolf Kids has attempted delivery on numerous occasions.

THE MAXIMUM DELIVERY TIME for your parcel, within in the borders of South Africa, is 6 WORKING DAYS.

Should a problem arise (either at Wolf Wolf Kids/ the courier company OR due to circumstances beyond our control) we will inform you that the parcel might/will take longer than expected.

Wolf Wolf Kids will do our best to ensure delivery before the maximum given time. Please feel free to contact us in the case of

**emergency/last minute orders and estimated delivery times at
hello@wolfwolfkids.co.za**

Completed Delivery and Lost Parcels

1. A delivery is considered complete as soon as the parcel is accepted by an individual on your behalf at your specified delivery address.
 2. This also applies when the package has been handed over by the courier, as indicated in the courier's tracking system.
 3. It is your responsibility, as buyer, to ensure that you or the intended receiver of the gift (when applicable) inspect(s) the parcel on arrival and makes known any justifiable complaints. The receiver has the right to refuse the parcel if it appears to have been opened or if it has clearly been damaged.
 4. If you are struggling to get hold of your parcel/have any trouble with the courier company/ have a complaint regarding a late delivery, please call 084 500 2179 or send an email to hello@wolfwolf.co.za
2. In the case of a lost/late parcel, Wolf Wolf Kids will endeavor to track and find the parcel as soon as possible. Once the parcel is found, it will be sent to the specified delivery address by the usual procedure, as set out in the delivery clause.
 3. If the parcel is declared lost, Wolf Wolf Kids will notify you and reimburse you for the lost parcel (to the amount of the product purchase price and any relevant delivery fee).
 4. To ensure we continue to provide a service that delivers on it's promises, we ask that any complaints and claims regarding deliveries must be brought to the attention of Wolf Wolf Kids by contacting us at hello@wolfwolf.co.za.

4. INTERNATIONAL ORDERS

1. All international orders need to be placed directly via e-mail: hello@wolfwolf.co.za
2. Delivery costs on international orders will be quoted individually and the full cost of delivery will be for the buyer ("users" or "you") to bear.
3. Timeframe on deliveries outside the borders of South Africa are subject to destination of the parcel.

5. RETURNS AND REIMBURSEMENTS

1. If you are dissatisfied with your purchase due to a defect, incorrect product choice or other reason, you may return it to Wolf Wolf Kids within 30 days of delivery, by the same shipping method which the parcel was received.
2. If you are based in South Africa, you can receive a refund, or have the product repaired or replaced, depending on the situation/your preference.
3. In the case of faulty/defective products noticed after the 30-day period has expired, please inform Wolf Wolf Kids of the problem at hello@wolfwolf.co.za. We endeavor to keep customers satisfied and happy on a continued basis and will evaluate and respond to this situation should it arise.
4. In the case of a damaged or incorrect item having been delivered, Wolf Wolf Kids reserve the right to evaluate each case and issue a refund upon proof of the damaged/incorrect item.
5. Return of any products found to be faulty/incorrect parcel sent will be paid for by Wolf Wolf Kids. In the case of items requested to be returned only because they are not desired by the buyer anymore, cost of delivery will need to be paid by the returnee. Wolf Wolf Kids reserve the right to evaluate the terms of each return.

6. HOW TO MAKE A PAYMENT

Online payments on Wolf Wolf Kids are powered by Payfast, a safe and secure online payment system.

If you are uncomfortable to delve into online shopping just yet, don't worry! You are welcome to contact us via hello@wolfwolf.co.za, or Facebook / Instagram and we can assist you in your buying process directly.

You can pay on Wolf Wolf Kids using your Visa or MasterCard credit or debit card or via Electronic Funds `transfer (EFT).

Paying by credit card

1. Wolf Wolf Kids accepts payments made by Visa and MasterCard Credit Cards as well as chipped debit cards that have been activated for online purchases.
2. When you place an order, the transaction details are presented to the bank for authorisation of the payment amount.

3. If authorisation is not obtained, the order is cancelled. If authorisation is obtained, payment is usually immediate. You guarantee that you are fully authorised to use the credit card for payment of your order and that there are sufficient funds in this credit card account to cover the costs of any transactions you complete on Wolf Wolf Kids.

Paying by EFT:

1. When selecting to pay by EFT, please note that you have 24 hours post placing your order to make the payment.

2. When making your payment, please be sure to use your order number and name as your reference.

3. Wolf Wolf Kids will start processing your order as soon as your bank forwards the payment to Wolf Wolf Kids. Depending on the bank, it can take up to 3 days from the time you make the payment to when it appears in our bank account..

5. The delivery lead time (max. 6 days) only starts once Wolf Wolf Kids has received the proof of payment

7. CANCELLING OR ENDING ORDERS

1. Wolf Wolf Kids reserves the right to refuse processing of payment for any order and/or to cancel any purchase, partially or completely, with notice given to you.

2. Wolf Wolf Kids will be liable for reimbursing you the rand value paid only if you have already paid for the cancelled order and only once we have received your payment/ proof of payment. You have the right to return non-defective products purchased within 30-days of the order being delivered.

8. HOW PRICING ON OUR PRODUCTS WORK

The price of each product is given on the product information page (“the product page”) on the site.

The Regular Retail Price

1. The Regular Retail Price (“RRP”) is the standard price that Wolf Wolf Kids charges for the product. Our items are all manufactured locally. We determine the RRP by

considering the manufacturing and raw material prices, market conditions, and the prices being offered by other local retailers, e-commerce sites and locally manufactured products.

2. The price you will pay at check-out when a product is NOT on sale, on special, or included in a discount promotion, is the RRP
3. It is important to please take note that RRPs can change over the course of several seasons over which the product may be sold. The RRPs applicable at the time the product is introduced may differ from the RRP at the time of your purchase.

The Discount Price

1. When Wolf Wolf Kids is having a sale or is running a discount promotion on specific products on the site – the **Discount Price** as well as the **Regular Retail Price** (“RRP”) is shown on the product’s product page.
2. When a Discount Price is shown on the product page, this Discount Price will be the price you will pay when you add the product to your cart and conclude the sale

Pricing accuracy

1. Every reasonable effort will be made to ensure that the RRP and, if applicable, the Discount Price of all products on Wolf Wolf Kids are correct at the time of your purchase. If, however, the product is offered at an erroneous price, Wolf Wolf Kids will not be obliged to supply the said product at the incorrect price.
2. Wolf Wolf Kids will only be liable to return payment already made by you in the case you choose to cancel the sale once you have been made aware of the correct price.

9. DISCOUNT COUPONS, COMPETITIONS AND PROMOTIONS

1. Wolf Wolf Kids may release printed or digital discount coupons (“coupons”) from time to time. Such coupons may be available through the website and/or from third-party websites, in magazines and other media.
2. Coupons can be used to secure a discount on the site as long as the coupon is valid.
3. Given expiry dates cannot be moved.
4. Promotional coupons and competitions are issued at the discretion of Wolf Wolf Kids.

5. Promotional coupons and competitions are issued with specific terms and conditions that regulate how and when they can be used / can be taken part in. For example, certain coupons/competitions may be product specific in that they are only valid against a selected group of products. The onus is on the shopper to check the promotions full T&Cs to ensure they understand the applications and limitations.

6. In general, unless otherwise specified on the coupon itself: a coupon is only valid for 30 days from date of issue. A coupon can only be used against a purchase on the site when the purchase meets the terms and conditions as specified on the coupon.

7. Only one coupon can be used per shopping cart. Coupons are not transferrable and cannot be exchanged for cash. The discount value of the coupon will be deducted from the total amount in your shopping cart. The remaining balance, if any, must be paid by you.

8. If you have redeemed a coupon against a purchase, and you'd like to return all items purchased, Wolf Wolf Kids will refund you with the rand value of the purchase. Please refer to the specific terms and conditions on the coupon for information on whether it will be reinstated and the terms that will apply.

9. Excluding orders over R500-00, after discounts have been deducted, a delivery fee of R50 is still to be paid on any order made with a coupon, no matter the final purchasing price on the product. (This excludes orders over R500)

Newsletter Sign-up Coupon

1. The R50 Wolf Wolf Kids newsletter coupon is issued only once - when the subscriber signs up to the Wolf Wolf Kids Newsletters for the first time.

2. The R50 newsletter coupon can only be used once.

3. The R50 coupon is valid for 60-days from the date of issue.

8. To claim your R50 coupon, enter the coupon code in the coupon code box. For any assistance, please contact us at hello@wolfwolf.co.za.

9. Newsletter coupons that have already passed their expiry date cannot be reinstated.

10. Signing up to the Wolf Wolf Kids newsletter with multiple email addresses in order to secure additional R50 newsletter coupons is abuse of the benefit and will be seen as equivalent to stealing.

10. FRAUD

1. Wolf Wolf Kids reserves the right, in the interest of preventing fraud, to refuse the processing of payment for any order and/or to cancel any purchase, partially or completely.

2. Wolf Wolf Kids may request documentation to complete the necessary fraud checks and cancel any order where the necessary documentation is not provided in a timely manner.

3. In the event of a fraudulent purchase being placed on Wolf Wolf Kids, cardholders will be advised to initiate a chargeback via their bank in order to be refunded. Wolf Wolf Kids does not process refunds for orders suspected of fraud.

4. Wolf Wolf Kids does not provide order details relating to orders suspected of fraud.

11. SECURITY

1. You agree and guarantee that the username and password you use to log in is for your personal use only, and will not be passed on to any third party.

2. You allow Wolf Wolf Kids to take all steps reasonably possible to ensure the integrity and security of the site and in the administrative office.

3. All credit card transactions on the site are protected encryption and reinforced by various encryption processes with the aim of offering the most effective possible protection of any sensitive information. Wolf Wolf Kids has no access to any confidential information regarding your payment method.

4. Anyone downloading or trying to download malware or damaging coding on this site, or who tries to gain unauthorised access to any page on this site, will be prosecuted.

5. Wolf Wolf Kids will claim civil damages from such person if Wolf Wolf Kids suffers any damage or loss.

12. INDEMNITY

Wolf Wolf Kids is responsible for adhering to the Consumer Protection Act 68 of 2008 ("CPA") with the sale of any products from the site.

Wolf Wolf Kids is responsible for adhering to articles 43(5) and 43(6) of the Electronic Communication and Transactions Act in terms of payment systems and security.

However, neither Wolf Wolf Kids nor any of its representatives will be held responsible for any loss or accountability of any kind that arises from the use of (or inability to use) this site, its content or services.

Wolf Wolf Kids provides no guarantee, implied nor otherwise, that the content or technology attached to this website is free of errors or omissions. Nor is there any guarantee that service will be 100% uninterrupted or faultless. We encourage you to please report any possible malfunctions and errors by emailing info@wolfwolf.co.za

Although the products on the site may be under guarantee, the site itself is offered on an "as it is" basis and is not set up or delivered according to your individual specifications.

It is your responsibility, before accepting these T&Cs, to determine whether the service available through this website satisfies your individual needs and is compatible with your hardware or software. Information, ideas and opinions expressed on this web site should not be regarded as professional advice, or as Wolf Wolf Kids' official stance.

We encourage you to obtain professional advice before taking any action on the strength of information, ideas or opinions expressed on this site.

13. APPLICABLE LAWS

1. This site is offered, controlled and run from the Republic of South Africa.. As such it is governed by South African legislation, and subject to the disputes clause in these T&Cs.

2. You and Wolf Wolf Kids are subject to the non-exclusive jurisdiction of the South African courts. Each section of these terms and conditions must be read as individual sections. Each section is separable from the rest of the terms and conditions.

3. Should any court or qualified authority find that any of the terms are invalid or unenforceable, the remainder of the terms and conditions will remain standing, despite invalidity or unenforceability of an individual term.

14. COPYRIGHT AND INTELLECTUAL PROPERTY

All content, trademarks and data on this website are the property of or under licence of Wolf Wolf Kids. This includes but is not limited to software, databases, text, graphics, illustrations, ideas, icons, links, private information, designs and agreements,.

As Such they are protected by local and international legislation and agreements.

15. CHANGES TO TERMS AND CONDITIONS

These terms and conditions take effect on the date of first publication of the website and continue indeterminately. They may be revised by Wolf Wolf Kids from time to time for as long as the website continues to exist and be operated.

Wolf Wolf Kids may, at its own discretion, change these terms and conditions or any part thereof. As indicated in the T&Cs, it is the responsibility of the user to familiarise yourself with the T&Cs before using the site. By registering, or using the site at all, you recognise that you've read, accepted and agreed to be bound by these T&Cs.

Wolf Wolf Kids is entitled to terminate these terms and conditions or close down the website at any time, subject to processing any pending purchases.

16. DEFYANCE IN ADHERING TO TERMS AND CONDITIONS

If you don't meet your obligations regarding these terms and conditions, including any incidents about due payment, price or an order, and you neglect to rectify the situation within 10 working days after Wolf Wolf Kids has instructed you to do so, your access to the service may be blocked.

Depending on the severity of your actions, we have the right to close your account and deny you access to the site. It is important to note that should such action be taken by Wolf Wolf Kids, that it will not have any negative effect on any damages that Wolf Wolf Kids may claim.

17. DISPUTES

In the unfortunate event of any kind of dispute between you and Wolf Wolf Kids, arising out of any situation catered for in these terms or conditions (or a dispute that arises out of these terms and conditions) that cannot be resolved after having contacted Wolf Wolf Kids directly, the dispute may be presented for confidential arbitration. This is barring urgent or interim legal help that may be granted by a court of law

Should such a situation arise, such arbitration will be handled according to the rules stipulated by the Arbitration Foundation of South Africa.

We wish to assist and resolve any problems that should arise. We kindly request that you please make your first course of action to contact Wolf Wolf Kids directly at hello@wolfwolfkids