

Botlhale Co.

Terms and Conditions

Effective Date: 3 August 2026

Welcome to Botlhale Co. By accessing our website, placing an order, or purchasing our products, you agree to be bound by these Terms and Conditions ("Terms"). Please read them carefully before using our website or making a purchase.

1. About Botlhale Co.

Botlhale Co. is a South African online retail business supplying quality products from selected brands.

Botlhale Co. operates as an independent distributor and reseller of products, including products from Agrico and Ubuntu Luxury Goods. Unless expressly stated otherwise, Botlhale Co. is not the manufacturer of the products offered for sale.

2. Acceptance of Terms

By accessing this website or placing an order, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

If you do not agree with these Terms, please refrain from using this website.

3. Eligibility

To place an order with Botlhale Co., you must:

- Be at least 18 years of age, or have the consent of a parent or legal guardian.
- Provide accurate, complete, and up-to-date information when placing an order.
- Have the legal capacity to enter into a binding agreement.

4. Products

We make every reasonable effort to ensure that product descriptions, images, specifications, and pricing are accurate.

However:

- Product images are for illustrative purposes only.
- Product colours may vary slightly depending on your screen or device settings.
- Product packaging may differ from the images displayed.
- Manufacturers may update product specifications or packaging without prior notice.

All products are subject to availability.

5. Pricing

All prices displayed on this website are in South African Rand (ZAR).

Prices are subject to change without prior notice, including promotional pricing offered for limited periods or while promotional stock lasts.

Botlhale Co. reserves the right to correct pricing errors that may occur. However, price changes will not affect orders that have already been confirmed and paid for.

6. Orders

Placing an order does not automatically constitute acceptance of that order.

An order is accepted only once:

- Payment has been successfully received and verified; and
- Botlhale Co. confirms the order for processing.

Botlhale Co. reserves the right to decline or cancel an order where:

- A product is unavailable.
- A pricing or technical error has occurred.
- Fraudulent or suspicious activity is suspected.
- Circumstances beyond our reasonable control prevent fulfilment of the order.

If an order is cancelled after payment has been received, the customer will receive a full refund.

7. Payment Methods

Botlhale Co. offers multiple payment options for customer convenience, including:

- Secure online payments through approved payment service providers (such as PayFast), including supported payment methods available through the platform.
- Electronic Funds Transfer (EFT) or bank transfer.
- Orders placed via WhatsApp, with payment arranged before dispatch.

Regardless of the payment method selected, orders will only be processed once payment has been successfully received and verified by Botlhale Co.

Payments made via EFT or bank transfer may require additional clearing time before an order can be processed.

Botlhale Co. does not store customers' payment card information.

8. Shipping and Delivery

Botlhale Co. currently delivers within the Republic of South Africa only.

Orders are packed and dispatched within 1–2 business days after payment has been successfully received and verified.

Delivery timeframes begin once an order has been dispatched and may vary depending on the customer's location, courier availability, and other factors beyond our control.

Please refer to our Shipping & Delivery Policy for further information.

9. Returns and Refunds

Returns may be accepted where:

- The product is defective.
- The product was damaged during delivery.

- The incorrect product was supplied.

Returns based solely on a change of mind are generally not accepted, except where required by applicable South African law.

Please refer to our Refund & Returns Policy for full details.

10. Product Availability

While we strive to maintain accurate stock levels, products may occasionally become unavailable.

If an item ordered is no longer available, Botlhale Co. will notify the customer as soon as reasonably practicable and offer either:

- A full refund; or
- An appropriate alternative product, where available and agreed upon by the customer.

11. Intellectual Property

Unless otherwise stated, all content on this website, including but not limited to:

- The Botlhale Co. name;
- The Botlhale Co. logo;
- Website design;
- Graphics;
- Images;
- Text; and
- Original content,

is the intellectual property of Botlhale Co. and may not be copied, reproduced, distributed, or used without prior written permission.

Agrico®, Ubuntu Luxury Goods®, and all other trademarks, product names, logos, and brand names remain the property of their respective owners.

12. Limitation of Liability

To the fullest extent permitted by applicable law, Botlhale Co. shall not be liable for any indirect, incidental, special, or consequential damages arising from:

- Use of this website;
- Delays in shipping or delivery;
- Temporary website interruptions;
- Product availability issues; or
- Circumstances beyond our reasonable control.

Nothing in these Terms and Conditions limits or excludes any rights that consumers may have under applicable South African law.

13. Privacy

Botlhale Co. respects your privacy and is committed to protecting your personal information.

Personal information collected through our website is processed in accordance with our Privacy Policy and applicable South African privacy legislation.

14. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Any disputes arising from these Terms shall be subject to the jurisdiction of the competent courts of South Africa.

15. Amendments

Botlhale Co. reserves the right to amend these Terms and Conditions at any time.

Any updates will be published on this website and will become effective upon publication.

16. Contact Information

If you have any questions regarding these Terms and Conditions, please contact us:

Botlhale Co.

Email: info@botlhaleco.co.za

Cellphone/WhatsApp: 063 204 5212

Website: <https://www.botlhaleco.co.za/>

Brand Disclaimer

Botlhale Co. is an independent distributor and reseller of selected products.

Botlhale Co. is not affiliated with, endorsed by, or acting on behalf of the manufacturers of the products it offers for sale unless expressly stated.

Agrico®, Ubuntu Luxury Goods®, and all related trademarks, product names, logos, and brands remain the property of their respective owners and are used solely to identify the products offered by Botlhale Co.