



Website Terms, Ecommerce Terms and Policies

Effective date

06/08/2026

Website

<https://www.getfreshlybaked.co.za>

Registered entity

ZRZ (Pty) Ltd

Trading name

Freshly Baked

Country of domicile

Republic of South Africa

Customer support

hello@getfreshlybaked.co.za

Document structure

- Part A - Supplier and website disclosures
- Part B - Website Terms of Use
- Part C - Online Sale Terms
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- Part J - Governing law, jurisdiction and complaints
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Part A - Supplier and website disclosures

1. Supplier identity

The website is owned and operated by **ZRZ (Pty) Ltd**, registration number **9462025686**, trading as Freshly Baked ("Freshly Baked", "we", "us" or "our").

Customer-service email	hello@getfreshlybaked.co.za
Website	https://www.getfreshlybaked.co.za

2. Goods and services

Freshly Baked operates an adult-oriented lifestyle and ecommerce platform offering only products and services that the business is legally authorised to advertise, sell, supply and deliver. The exact goods offered at any time are described on the relevant product pages. **No listing or policy wording overrides applicable law, licensing conditions, CSP rules or acquiring-bank restrictions.**

3. Currency, payment and security

- All prices and transactions are stated and processed in South African Rand (ZAR), unless expressly stated otherwise.
- Card payments are processed by Payfast on behalf of the merchant and settled through the merchant's acquiring bank.
- Where supported, card transactions are authenticated using 3-D Secure. We do not store complete card numbers or card security codes on our own systems.
- The payment methods displayed at checkout are the only methods accepted for that transaction.

4. Country of domicile and export restrictions

The merchant's country of domicile is the Republic of South Africa. Orders are accepted only for delivery to addresses within **the Republic of South Africa only**. We do not export or arrange cross-border delivery.

Part B - Website Terms of Use

5. Acceptance and eligibility

By accessing or using the website, you agree to these terms. You must stop using the website if you do not agree. You must have legal capacity to contract. Any adult-only area may be accessed only by a person aged 18 or older who is legally entitled to access it.

6. Permitted and prohibited use

- Use the website lawfully and do not misrepresent your identity or age.
- Do not interfere with security, introduce malware, scrape content, attempt unauthorised access or use the website to facilitate unlawful conduct.
- Do not copy or commercially exploit our content, branding, photography or design without written permission.

7. Information and availability

We take reasonable steps to keep information accurate. Product descriptions, images, prices, stock and editorial information may nevertheless contain errors or change. We may correct errors and withdraw content or products, subject to applicable consumer law and accepted orders.

8. No professional advice

Website content is general information and brand content only. It is not medical, pharmaceutical, legal or other professional advice and must not be relied upon as such.

Part C - Online Sale Terms

9. Product listings and orders

A product listing is an invitation to place an order and is not a binding offer by us. Your order is submitted when you complete checkout and authorise payment. An automated acknowledgement confirms receipt only. A binding sale is concluded when we send an acceptance or dispatch confirmation, whichever occurs first.

10. Pricing and charges

Prices are displayed in ZAR and include VAT where applicable, unless clearly stated otherwise. Delivery fees and all other mandatory charges will be displayed before the order is submitted. If an obvious pricing or description error occurs, we may contact you to confirm the correct terms or cancel and refund the affected order.

11. Payment

You warrant that you are authorised to use the selected payment method. Payment may be declined or held for authentication, fraud screening or compliance review. We may cancel an order where payment is not authorised, reverses, or is reasonably suspected to be fraudulent or unlawful.

12. Stock and acceptance

Orders are subject to stock availability, delivery capability and legal/compliance checks. If we cannot fulfil an accepted order, we will notify you and refund the amount paid for the unavailable item using the original payment method, unless another lawful method is agreed.

13. Consumer rights

Nothing in these terms excludes or limits rights that cannot lawfully be excluded, including rights under the Consumer Protection Act, the Electronic Communications and Transactions Act, POPIA and other applicable South African law.

Part D - Delivery and Shipping Policy

14. Delivery territory

We deliver to Johannesburg, Pretoria, Krugersdorp, Meyerton, Vereeniging & Vanderbijlpark. We also deliver to Durban, Cape Town, Port Elizabeth (City Centre & 30km radius from City Centre).

15. Dispatch and delivery estimates

Orders are normally dispatched within **3-5** business days after acceptance. Estimated delivery is **3-5** business days for major centres and **5-7** business days for regional areas. These are estimates, not guarantees, unless expressly agreed otherwise.

16. Delivery charges and tracking

Delivery charges are shown before checkout. Where tracking is available, details will be sent using the contact information supplied with the order. The customer is responsible for providing a complete and accurate delivery address and a reachable contact number.

17. Adult recipient and identification

Where a product is age-restricted, delivery may be made only to an adult recipient who presents valid identification and satisfies any verification process required by law, the courier, CSP or our compliance procedures. Delivery may be refused where these requirements are not met.

18. Failed delivery and risk

If delivery fails because the address is incorrect, the recipient is unavailable, required identification is not produced, or delivery would be unlawful, we may arrange redelivery, return the parcel, cancel the order or charge reasonable additional costs, subject to applicable law. Risk passes on physical delivery to the customer or authorised recipient. Ownership passes once full payment has cleared and delivery has occurred.

19. Delays and force majeure

We are not responsible for delays caused by events beyond reasonable control, including courier disruption, severe weather, civil disturbance, systems failure or legal restrictions. We will take reasonable steps to communicate material delays and provide remedies required by law.

Part E - Cancellation Policy

20. Cancelling before dispatch

You may request cancellation by contacting hello@getfreshlybaked.co.za with your order number. A cancellation request is not effective until confirmed by us. If the order has not been dispatched or irreversibly prepared, we will cancel it and refund the amount paid, less only any lawful and reasonable charge disclosed or permitted by law.

21. After dispatch

Once an order has been dispatched, cancellation may no longer be possible. Any return will be handled under the Returns and Refund Policy and applicable law. Delivery charges already incurred may be non-refundable where legally permissible and clearly disclosed.

22. Electronic-transaction cooling-off rights

Where the Electronic Communications and Transactions Act grants a cooling-off right for a particular transaction, the customer may exercise that right within the statutory period and in the prescribed manner. Any statutory exclusions, including those applicable to certain goods, services, consumables, personalised items or unsealed products, will apply only where legally valid and disclosed.

23. Cancellation by us

We may cancel or refuse an order because of stock unavailability, an obvious error, failed or reversed payment, suspected fraud, delivery limitations, age-verification failure, CSP/acquirer requirements, legal restrictions or other lawful compliance grounds. If payment was received and no goods are supplied, we will refund the amount due using the original payment method.

Part F - Returns and Refund Policy

24. Reporting problems

Contact hello@getfreshlybaked.co.za and provide the order number, a description of the issue and supporting photographs where relevant. Do not discard the product or packaging before receiving instructions, unless doing so is necessary for safety.

25. Incorrect, damaged or incomplete orders

Please notify us within **24 hours** after delivery for faster resolution. This operational notice period does not remove statutory rights. After assessment, we will arrange collection where appropriate and provide the remedy required by law, which may include replacement, exchange or refund.

26. Defective or unsafe goods

Consumer remedies for defective, unsafe or unsuitable goods are governed by applicable law, including the statutory implied warranty where it applies. We will not contract out of a customer's right to a lawful repair, replacement or refund. Damage caused by misuse, unauthorised alteration or failure to follow lawful instructions may be excluded where permitted.

27. Change-of-mind returns

Subject to statutory rights, we **do not accept** change-of-mind returns.

28. Non-returnable items

To the extent permitted by law and disclosed before purchase, returns may be excluded for goods that are consumable, perishable, personalised, hygiene-sensitive, opened, unsealed or unsuitable for resale for health, safety or regulatory reasons. These exclusions do not limit rights relating to defective, unsafe, incorrectly supplied or unlawfully described goods.

29. Refund processing

Approved refunds are issued to the original payment method. We aim to initiate the refund within **5-7** business days after approval or receipt/inspection of the returned goods, as applicable. Bank and CSP processing times may cause additional delay. Original delivery fees are refunded where required by law or where the entire order was incorrect, defective or cancelled before dispatch.

Part G - Privacy Policy

30. Responsible party

For POPIA purposes, the responsible party is **ZRZ (Pty) Ltd**. Privacy enquiries and requests may be sent to hello@getfreshlybaked.co.za or the Information Officer at the contact details in Part A.

31. Personal information collected

- identity and contact information, including name, date of birth where required, email, telephone number, billing and delivery address;
- account, order, payment-status and transaction information (but not complete card credentials stored by the CSP);
- support communications, returns information, marketing preferences and consent records;
- device, browser, IP address, cookie, security, analytics and website-usage information;
- age- or identity-verification information where lawfully required.

32. Purposes and lawful processing

- operate the website and fulfil orders;

- authenticate payments, prevent fraud and maintain security;
- deliver goods and provide support, returns and refunds;
- meet legal, accounting, tax, regulatory, CSP and acquiring-bank obligations;
- send direct marketing only where permitted and provide opt-out mechanisms;
- analyse and improve services using consent-based or otherwise lawful analytics.

33. Sharing

We may share personal information with payment processors, acquiring banks, fraud-prevention providers, couriers, hosting and ecommerce providers, verification providers, communications and marketing providers, professional advisers, regulators and law-enforcement bodies where lawful and necessary. We require service providers to process information appropriately and only for authorised purposes.

34. Cross-border processing

Where information is processed outside South Africa, we will take reasonable steps to ensure an adequate lawful basis and safeguards consistent with POPIA.

35. Retention and security

We keep personal information only for as long as reasonably necessary for the stated purposes and applicable legal, accounting, dispute and recordkeeping obligations. We use reasonable technical and organisational safeguards, but no internet transmission or storage system can be guaranteed absolutely secure.

36. Your rights and complaints

Subject to law, you may request access to or correction of personal information, object to certain processing, withdraw consent where processing depends on consent, request deletion where appropriate, or complain to the Information Regulator. We may require reasonable identity verification before actioning a request.

37. Direct marketing

Marketing consent is separate from acceptance of sale terms and is not a condition of purchase. You may opt out at any time using the unsubscribe mechanism or by contacting us. Transactional and service messages may still be sent where necessary to fulfil an order or comply with law.

Part H - Cookie Notice

We use essential cookies for security, cart and account functionality. Optional analytics, preference and advertising cookies will be used only where permitted and, where required, after consent. Users may manage optional cookies through the cookie-preference tool. Disabling essential cookies may prevent parts of the website from functioning.

Part I - Age-restricted and regulated products

38. Adult access and verification

Adult-only content and products may be accessed or purchased only by persons aged 18 or older and legally entitled to do so. We may use date-of-birth checks, identity verification, transaction screening, order limits and adult-signature delivery. A false age declaration may result in cancellation or account restriction.

39. Lawful products only

We advertise, sell and fulfil only products that the business is legally authorised to supply through the relevant channel. Nothing on the website is a representation that cannabis or another regulated product may lawfully be bought, sold, delivered, transported, possessed or used contrary to South African law. We may remove products or suspend transactions immediately where legal status, regulatory guidance, CSP acceptance or acquiring approval is uncertain or changes.

40. Responsible use and safety

Customers must follow all lawful warnings and product instructions, keep adult products away from children and vulnerable persons, and must not drive or operate machinery while impaired. Product information is not medical advice. Seek professional advice where appropriate.

Part J - Governing law, jurisdiction and complaints

41. Governing law and jurisdiction

These terms and all transactions through the website are governed by the laws of the Republic of South Africa. Subject to any mandatory consumer forum or jurisdiction, disputes are subject to the jurisdiction of the competent South African courts.

42. Complaints process

Send complaints to **hello@getfreshlybaked.co.za** with the order number and supporting information. We aim to acknowledge complaints within **2** business days and provide a substantive response within **2** business days, where reasonably possible. Customers retain the right to approach an applicable regulator, ombud or court.

43. Changes to these terms

We may update these terms to reflect legal, operational or service changes. The updated version applies from the effective date displayed. Changes will not retrospectively remove accrued consumer rights or alter an accepted order unless lawfully agreed.

44. Severability and entire agreement

If a provision is invalid or unenforceable, it will be limited or severed to the minimum extent necessary and the remaining provisions continue. These terms, together with the order summary and policies incorporated by reference, form the agreement for website orders, subject to mandatory law.