



WDN Works (Pty) Ltd Terms & Conditions

Description Of Products

WDN Works (Pty) Ltd is a business that manufactures wooden products that it sells over the internet.

Agreement Of Sale

Orders will be deemed to be confirmed once proof of payment has been received by WDN Works (Pty) Ltd.

Delivery Policy

Subject to availability and receipt of payment, orders will be processed within 2 to 5 working days. Orders will be despatched via a courier service, and we will email you the tracking number of your purchase as soon as it has been sent out for delivery. Courier delivery generally takes 2 to 5 working days based on delivery location (please be aware that lead times may increase during high demand periods such as Black Friday and festive periods). Deliveries are made Monday to Friday between 9:00 and 17:00 excluding public holidays.

Promotions

All promotions are subject to availability on a “while stock lasts” basis. Promotional offers only pertain to orders paid for in full before the end date of the promotion in question.

Personalised Products

The customer is responsible for providing us with the correct information for personalised products. We do not accept responsibility for incorrect information provided to us. Once we start manufacturing an order, we will not be able to process refunds or make changes to the product. We do not accept any returns or replacements of personalised products. Personalised engraving may differ from the pictures on the website due to size of the engraving or the type of wood used.

Money Back Guarantee

If you are not happy with your WDN Works (Pty) Ltd product and you return it unused to us within 7 days, you will receive your money back in full.

Customer Privacy Policy

WDN Works (Pty) Ltd respects your privacy and shall take all reasonable steps to the personal information of users. All personal information collected on our website will be kept strictly confidential and will never be sold, reused, rented, disclosed, or loaned out. Information provided by you such as your name, address, email address and your computer’s internet protocol (IP) address will be used for the following:

- Process the delivery of product via our courier service
- Contact you regarding orders placed

- Billing
- Completion of the order
- Learn your browser and operating system
- Email marketing (if applicable)
 - With your permission, we may send you emails about our store, new products, specials, and other information.

None of your information will be sold or shared with any other non-affiliated company or agency, except that we may share your information under certain circumstances with external companies, but only for the purpose of enabling them to help this site function or assist us with our business.

Warranty

Every WDN Works (Pty) Ltd product comes with a 1-year warranty, if it breaks and you send it back to us, we will replace it.

Payment Options

Payment options are available as follows via Payfast:

- Credit and Cheque card
- Instant ETF
- Masterpass
- Snapscan
- Zapper

Country Of Domicile and Currency

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

The store outlet country for the purpose of presenting payment options to the purchaser is South Africa and the currency is the South African Rand (ZAR).

Responsibility

WDN Works (Pty) Ltd takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service, support, and delivery of goods. However, it is up to the customer to ensure that all correct details are captured upon purchase of items. WDN Works (Pty) Ltd will not take responsibility for incorrect information provided by the customer.

Website Content

All content on www.wdnworks.co.za is the property of WDN Works (Pty) and the use thereof is prohibited.

Variation

WDN Works (Pty) Ltd may, at its sole discretion, make changes to this agreement or any part thereof at any time without notice.

Disclaimer

WDN Works (Pty) Ltd aim to sell high quality wooden products that are safe and suitable for the specified use and stand up to the test of time. We will not accept responsibility for damages to our products caused by misuse, neglect, or accident. Our products should be maintained as per the instruction under Maintaining Your WDN Works Product in the website.

WDN Works (Pty) Ltd Contact Information

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