

CUSTOMER POLICY

Returns, Refunds & Exchanges Policy

How KREM handles food-product concerns, non-food returns, wrong items, defects and refunds.

Effective: 16 September 2026 **Version:** 1.0 **Entity:** Lightvale (Pty) Ltd t/a KREM Coffee

Key rule. KREM does not offer a voluntary change-of-mind return for coffee or other food products. Any statutory return or cooling-off right that applies to the particular transaction remains unaffected. Defective, unsafe, contaminated or incorrectly supplied goods remain subject to the remedies required by law.

1. Purpose of this policy

This policy explains how KREM handles returns, exchanges and refunds for website purchases. It distinguishes between coffee/food items and non-food products because different legal and hygiene considerations apply.

2. Coffee and other food products - change of mind

KREM does not offer a voluntary change-of-mind return for coffee or other food products after delivery, whether the package has been opened or remains sealed. Returned food cannot safely be verified and resold without creating a food-safety and tampering risk.

Applicable law still prevails. ECTA specifically excludes certain foodstuffs and beverages intended for everyday consumption and supplied to a consumer's home, residence or workplace from its general seven-day electronic cooling-off right. Because the statutory position can depend on the nature of the transaction and delivery method, KREM will honour any cooling-off or return right that applicable law gives the customer in the particular circumstances. Rights relating to defective, unsafe, contaminated, incorrectly supplied or otherwise non-compliant goods are unaffected.

3. Coffee that a customer simply does not like

A personal taste preference is not a defect. If the coffee supplied is the blend/roast, size and format ordered and is otherwise of the required quality, KREM will not refund it merely because the customer dislikes the taste, roast strength, aroma or drinking profile.

4. Wrong coffee, size or format supplied

If KREM supplies the wrong blend/roast, pack size, or bean/filter-ground format, the customer should contact KREM promptly and provide the order number and reasonable evidence, such as photographs of the product label and package.

Where KREM confirms the error, KREM will supply the correct product at its own cost. KREM may arrange collection or return of the incorrectly supplied product where reasonably necessary. Minor packaging or label-design changes do not amount to a wrong product if the contents and material order characteristics are correct.

5. Damaged coffee packaging

If packaging arrives materially damaged, the customer should, where possible, note the condition with the courier and contact KREM as soon as possible. Photographs of the outer courier packaging, product packaging and any visible damage should be supplied. Reporting within 48 hours is strongly requested because KREM's courier claim process has a short notification window.

Courier confirmation may assist the investigation, but KREM will not make a statutory consumer right depend solely on the courier admitting fault. Each claim will be assessed on the evidence and applicable law.

6. Contamination, safety or product defect

A customer who reasonably suspects contamination, foreign matter, spoilage, unsafe product or another material defect should stop using the product and contact KREM. Please retain the remaining product, original packaging, batch/label information and proof of purchase so that KREM can investigate.

Where a qualifying defect or safety problem is established, KREM will provide the remedy required by applicable consumer law. KREM may reasonably inspect the product or obtain information from the roaster, supplier or other relevant party as part of the investigation.

7. Non-food goods - electronic cooling-off rights

For non-food goods to which ECTA section 44 applies, a consumer may cancel the electronic transaction without reason and without penalty within seven days after receipt of the goods. The consumer may be charged only the direct cost of returning the goods. The statutory right is not reduced by a KREM preference that an item be unopened.

Where this statutory right applies, KREM will provide the full refund required by law. KREM aims to process an approved refund within seven working days, although the statutory maximum period continues to apply and payment-provider/bank processing may affect when the credit becomes visible in the customer's account.

8. Discretionary change-of-mind returns for equipment

Outside any statutory cooling-off right, KREM may in its discretion accept an unused machine, grinder, accessory or other non-food item returned because the customer changed their mind if the item is unopened, complete, in the same condition in which it left KREM and suitable for resale. Unless law requires otherwise, the customer bears the return courier cost.

A discretionary return may be refused if the goods have been used, damaged, altered, tampered with, are incomplete, or cannot reasonably be resold as new. This paragraph does not limit a right the customer has under the CPA or ECTA.

9. Defective non-food goods and the CPA

Where the Consumer Protection Act applies, goods carry an implied warranty of quality. Within six months after delivery, qualifying goods that fail to meet the statutory quality standards may be returned without penalty and at the supplier's risk and expense, and the consumer may direct the supplier to repair or replace the goods or refund the price, subject to the Act.

This statutory protection exists in addition to any manufacturer warranty.

10. Demo, refurbished and clearance equipment

Where KREM sells a demo, refurbished or clearance machine or other item, the known condition and any product-specific warranty will be disclosed before sale. A customer cannot later treat a specifically disclosed condition as undisclosed merely because the item was not new, but statutory rights still apply to defects or failures beyond the condition that was properly disclosed and accepted.

11. How to request a return, exchange or refund

- Start the request through KREM's website complaints/returns form, or email info@kremcoffee.co.za if the form is unavailable.
- Provide the order number, customer name, affected product and a clear description of the issue.
- Include photographs or video where they reasonably assist in showing damage, incorrect supply or defect.
- Do not send goods back until KREM has given return instructions, unless a statute gives you a right that cannot reasonably be exercised otherwise.
- Where the customer is responsible for return transport, the customer should use a tracked method and package the item appropriately.

12. Refund processing

Once KREM approves a refund and any required return has been completed, KREM aims to process the refund within seven working days. Refunds will normally be made through the original payment channel where technically possible or by another verified method agreed with the customer. Payment-provider and banking timelines may cause a further delay before the refund reflects.

13. Statutory rights prevail

This policy is not intended to waive or restrict any right that a consumer has under the Consumer Protection Act, ECTA or another applicable law. If a provision of this policy conflicts with a non-excludable statutory right, the statutory right prevails.

14. Contact

Returns, refund and exchange queries: info@kremcoffee.co.za | 073 311 4180.