

CUSTOMER POLICY

Cancellation Policy

Pre-dispatch cancellation, the reasonable cancellation-charge framework, and refund processing.

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

Cancellation before dispatch. Standard website orders may be cancelled before dispatch. KREM may charge up to 10% only where a cancellation charge is legally permissible and reasonable in the particular circumstances. The 10% is a maximum, not an automatic deduction.

1. Standard website orders

A customer may request cancellation of a standard website order at any time before the order has been dispatched. Requests should be submitted promptly through the website form or to info@kremcoffee.co.za.

If packing or fulfilment has already started, KREM may still accept the cancellation while the parcel remains under KREM's control, but costs already reasonably incurred may be relevant when determining any lawful cancellation charge.

2. Reasonable cancellation charge - maximum 10%

For a voluntary pre-dispatch cancellation that is not protected by a statutory no-penalty right, KREM may impose a reasonable cancellation charge of **up to 10% of the cancelled order value**. The charge will be assessed in the circumstances rather than applied mechanically.

In considering whether a charge is reasonable, KREM will take account of factors required by the Consumer Protection Act, including the nature of the goods, the notice given, the reasonable ability to resell or reallocate the goods, and relevant industry practice. The actual charge may therefore be less than 10% or zero.

3. When the cancellation charge will not be applied

- Where KREM cancels because it cannot fulfil the order, including a confirmed stock or fulfilment problem.
- Where applicable law gives the customer a right to cancel without penalty or requires a full refund.
- Where the Consumer Protection Act prohibits a cancellation fee because the relevant booking/reservation/order cannot be honoured due to death or hospitalisation of the person for whose benefit it was made, to the extent that provision applies.
- Where KREM decides that no meaningful cost or prejudice has been incurred and a fee would not be reasonable.

4. After dispatch

Once the parcel has been handed to the courier, the order is no longer treated as a pre-dispatch cancellation. Any return, cooling-off request, defect claim or other remedy is dealt with under the Returns, Refunds & Exchanges Policy and applicable law.

5. Custom and white-label orders

White-label or personalised coffee is handled by custom quotation and is not a standard website checkout product. The quotation will state the applicable cancellation milestones and costs. Where a quoted custom order permits cancellation after artwork approval but before production, KREM will honour that quoted cancellation point, subject to charges for agreed work already performed and applicable law. Once production has started, cancellation may be restricted by the special-order nature of the goods.

6. Refund timing

For an approved cancellation, KREM aims to process the refundable balance within **seven working days**. The time taken by Paystack, the customer's bank or another payment channel to reflect the credit is outside KREM's direct control. Where a statute prescribes a mandatory refund period or other remedy, that statutory rule prevails.

7. How to cancel

- Submit the website cancellation/complaint form or email info@kremcoffee.co.za.
- Include the order number, account email and the items to be cancelled.
- KREM will confirm whether the order is still under KREM's control or has already been dispatched.
- If a cancellation charge is proposed, KREM will identify it in the cancellation outcome rather than silently deducting an unexplained amount.