

CUSTOMER POLICY

Promotions & Discount Code Terms

Rules for promotional codes, sale items and campaign offers.

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

Simple rule. KREM may run promotions and discount codes from time to time. Unless the specific promotion says otherwise, only one code/discount applies to an order and promotions do not remove ordinary return, warranty or consumer rights.

1. Availability

A promotion, campaign price or discount code is available only for the period, products, customer group and stock stated in the promotion. KREM may set a start date, expiry date, usage limit, minimum spend or product restriction in the campaign terms.

2. One promotion per order

Unless KREM expressly states otherwise, promotional codes, coupon codes and other percentage/value discounts may not be combined or stacked on the same order.

3. Minimum spend and free delivery

If a promotion has a minimum order value, the qualifying value will be calculated as described in that promotion. The normal free-delivery threshold of R2,500 remains subject to the checkout calculation and any campaign-specific terms displayed at the time.

4. Errors and misuse

KREM may decline a promotional claim involving a code that is expired, not applicable to the products/customer, used contrary to the stated campaign rules, fraudulently obtained, technically duplicated, or affected by an obvious website error. If a paid order cannot lawfully be fulfilled on the advertised basis, KREM will deal with the order and any refund in accordance with applicable law and the Terms of Service.

5. Returns and refunds on promotional goods

Promotional and sale items are subject to the same statutory return and defect rights as normally priced goods. Where a refund is due, the refund is based on the amount actually paid for the returned item after the applicable discount, unless law requires otherwise.

6. Coffee promotions

A discount does not make a food product returnable for a simple change of mind. Coffee return rules remain those in the Returns, Refunds & Exchanges Policy.

7. No gift cards

KREM does not currently sell website gift cards or vouchers as a product. If that changes, separate gift-card terms will be published before or when the feature is launched.

8. Contact

Promotion queries: info@kremcoffee.co.za.