

WEBSITE LEGAL INFORMATION

Legal & ECTA Website Disclosures

The core supplier, transaction and consumer information for KREM's South African online store.

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

Website legal information. This page is intended to place KREM's core supplier and electronic-transaction disclosures in one accessible location, alongside the fuller policies linked from the website.

1. Supplier information

Legal entity	Lightvale (Pty) Ltd trading as KREM Coffee
Registration number	2019/530558/07
Place of registration	Republic of South Africa
Directors	Johannes Jurgens van Loggerenberg and Bushy Koekemoer
Physical address	Oakwood House, Palm Square Business Park, Beacon Bay, East London, 5241
Address for legal service	Oakwood House, Palm Square Business Park, Beacon Bay, East London, 5241
Email	info@kremcoffee.co.za
Telephone / WhatsApp	073 311 4180
Website	kremcoffee.co.za
VAT status	Not VAT registered as at the effective date of this document

2. Main goods offered

The website currently offers coffee in 250 g and 1 kg formats, as whole beans or pre-ground for filter coffee where stated. KREM may later offer machines, grinders, brewing equipment, accessories and merchandise. White-label coffee is handled by custom quotation and is not a standard website checkout product.

3. Pricing and taxes

Prices are shown in South African Rand. KREM is not VAT registered at the effective date and therefore does not add VAT to its selling prices. Delivery charges and the final transaction total are displayed before the order is finally placed.

4. Payment

Online payment processing is currently facilitated through Paystack. Payment methods shown at checkout may include card, Instant EFT, manual EFT and scan-to-pay, depending on the live website configuration.

5. Review and correction before ordering

Before the customer finally submits an order, the checkout should allow the customer to review the transaction, correct mistakes and withdraw from the transaction. The customer should verify the product, quantity, delivery method, address, contact information and total before payment.

6. Order acceptance

Payment confirmation acknowledges receipt of payment but does not by itself constitute KREM's final acceptance. KREM accepts the order once stock, pricing, payment status and fulfilment are verified and an order confirmation/processing notice is issued.

7. Dispatch and delivery

Orders received before 11:00 on a business day are normally dispatched the following business day. Main-centre delivery is generally estimated at 2-3 business days after dispatch, while regional/outlying destinations may require approximately 3-5 business days or longer. KREM does not dispatch on weekends or South African public holidays.

8. Transaction records

Customers receive electronic transaction/order information and can access available order information through their registered account while the relevant records remain available on the commerce platform. Customers should save their confirmations and invoices. KREM retains transaction and accounting records for the period reasonably required for fulfilment, warranties, disputes and applicable statutory record-keeping obligations, and a copy may be requested from info@kremcoffee.co.za subject to lawful verification and retention limits.

9. Returns, refunds and guarantees

KREM's return, exchange and refund rules are contained in the Returns, Refunds & Exchanges Policy, Cancellation Policy and Warranty & Defective Goods Policy. These documents preserve rights under the Consumer Protection Act and ECTA that cannot lawfully be excluded.

10. Privacy and payment security

Personal information and payment-related processing are described in the Privacy & POPIA Notice and Cookie Policy. KREM uses an external payment provider, currently Paystack, and must use a payment process appropriate to accepted security standards for the transaction type.

11. Cooling-off rights

ECTA provides a seven-day cooling-off right for qualifying electronic supplies of goods, subject to statutory exclusions. The ECTA cooling-off right does not apply to specified transactions, including certain foodstuffs and beverages intended for everyday consumption supplied to the consumer's home, residence or workplace, or to goods that fall within other statutory exclusions. Rights for defective, unsafe or non-compliant goods remain governed by applicable law.

12. Industry bodies and dispute resolution

KREM does not currently claim membership of a voluntary accreditation body. Customer complaints should first be submitted through the KREM website complaint form or info@kremcoffee.co.za and may then be escalated to management. Where applicable, a consumer may refer an unresolved dispute to the Consumer Goods and Services Ombud or the National Consumer Commission, without losing any other lawful remedy.

13. Recurring services

The website does not currently offer a recurring coffee subscription. Subscription terms will be published before a recurring-order feature is launched.

14. Policies forming part of website terms

- Terms of Service & Online Sales Terms
- Returns, Refunds & Exchanges Policy
- Cancellation Policy
- Shipping & Delivery Policy
- Privacy & POPIA Notice
- Cookie Policy
- Warranty & Defective Goods Policy
- Promotions & Discount Code Terms