

Terms of Service & Online Sales Terms

The rules governing use of the KREM website and purchases made through the online store.

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

Plain-language summary. These terms govern purchases through kremcoffee.co.za. Customers create an account, review the order before submitting it, and pay using the methods shown at checkout. Payment confirms receipt of funds, but KREM accepts the order only after stock, pricing and fulfilment have been verified.

1. Who we are

The online store is operated by **Lightvale (Pty) Ltd**, registration number **2019/530558/07**, trading as **KREM Coffee** ("KREM", "we", "us" or "our"). KREM is registered in the Republic of South Africa. Our contact and legal service details appear in section 21 below.

2. Scope of these terms

These Terms of Service and Online Sales Terms apply to use of KREM's website and to orders placed through the online store. They apply to consumer, business and wholesale customers who purchase through the website, subject to any law that applies differently to a particular customer.

Separate account, quotation or wholesale transactions processed outside the website, including business account orders processed through Zoho Inventory, may be subject to separate written terms. Custom white-label coffee is quotation-only and is not a standard website product.

3. Customer accounts

- A customer account is required to purchase through the website; guest checkout is not currently offered.
- You must provide accurate, current information and keep your login credentials confidential.
- You are responsible for activity carried out through your account unless the activity occurred because of KREM's own breach or failure.
- Notify us promptly at info@kremcoffee.co.za if you believe your account has been used without authority.

4. Products and product information

At launch, the store sells coffee in 250 g and 1 kg formats, either as whole beans or pre-ground for filter coffee where the product page states this. Custom grind selections are not currently offered.

KREM may in future list coffee machines, grinders, brewing equipment, accessories, cups, tumblers or merchandise. The applicable product page and these terms will govern those products when offered.

Product photographs and packaging are illustrative. Packaging, label layouts and presentation may change without notice, provided the actual product supplied remains materially consistent with the product, blend/roast, size and format ordered. A packaging-only change is not, by itself, a wrong-product delivery.

5. Prices, VAT and delivery charges

- All website prices are displayed in South African Rand (ZAR).
- KREM is not VAT registered as at the effective date of these terms and does not add VAT to its selling prices.
- Delivery charges are calculated and displayed at checkout before the order is finally placed.
- Website orders over R2,500 qualify for free standard delivery, subject to the delivery options and destination accepted by checkout.
- Local delivery to addresses recognised by checkout as being within 30 km of KREM's office is free.
- The final checkout total will show the product price and any delivery or other charges before the customer submits the order.

6. Reviewing an order before payment

Before finally placing an order, the customer must be given an opportunity to review the transaction, correct mistakes and withdraw from the transaction. Please check the products, quantities, delivery option, delivery address, contact details and total before submitting payment.

7. Payment

Payment methods displayed at checkout may include card, Instant EFT, manual EFT and scan-to-pay. Online payment processing is currently facilitated through **Paystack**. Available methods may change as the payment service changes.

KREM does not ask customers to send full payment-card credentials by ordinary email or WhatsApp. Payment information handled by a payment service provider is also subject to that provider's security and privacy controls.

8. When an order is accepted

A successful payment means that KREM has received or been notified of the payment. It does **not** by itself constitute final acceptance of the order. KREM accepts an order after it has verified stock availability, pricing, payment status and fulfilment and has issued an order confirmation or processing notice.

Before acceptance, KREM may decline or cancel an order because of a genuine stock error, payment failure, suspected fraud, delivery restriction, obvious website or pricing error, or other inability to fulfil the order. If KREM cancels an order after payment for one of these reasons, the amount paid for the cancelled item/order will be refunded without a KREM cancellation fee.

9. Dispatch, delivery and collection

Orders received before 11:00 on a business day are normally dispatched on the following business day. KREM does not dispatch on Saturdays, Sundays or South African public holidays. Main-centre deliveries are generally estimated at 2-3 business days after dispatch; regional or outlying destinations may take approximately 3-5 business days or longer depending on the courier route.

Customers may choose door-to-door delivery, an available Courier Guy locker/kiosk option, or collection from KREM where those options are displayed at checkout. Collection is from Oakwood House, Palm Square Business Park, Beacon Bay, East London, 5241 after KREM has notified the customer that the order is ready.

Delivery dates are estimates rather than guarantees unless KREM expressly agrees otherwise in writing. See the separate Shipping & Delivery Policy for detailed rules.

10. Cancellations

A normal website order may be cancelled before it has been dispatched, subject to the Cancellation Policy and applicable law. A voluntary cancellation charge of up to 10% may be applied only where such a charge is legally permissible and reasonable in the circumstances. It is not an automatic penalty and will not be applied where a statute requires cancellation without penalty or a full refund.

Once an order has been dispatched, any return or cancellation will be dealt with under the Returns, Refunds & Exchanges Policy and any applicable statutory rights.

11. Returns, refunds and food products

KREM does not offer a voluntary change-of-mind return for coffee or other food products after delivery, including where the bag remains sealed, because returned food cannot safely be verified and placed back into sale stock. This commercial rule does not override any return or cooling-off right that applicable law gives a customer in the circumstances of a particular transaction, and it does not limit rights relating to goods that are defective, unsafe, contaminated, incorrectly supplied, or otherwise fail to meet legal standards.

Non-food goods may carry statutory cooling-off or return rights and may also qualify for discretionary returns. The detailed rules appear in KREM's Returns, Refunds & Exchanges Policy.

12. Coffee preferences

Taste is subjective. If the coffee supplied is the blend/roast, size and format ordered and is not defective or unsafe, a customer's personal dislike of the flavour, strength, roast profile or drinking preference does not create a right to a refund.

13. Machines, equipment and manufacturer warranties

Where KREM sells machines, grinders or other equipment, the applicable manufacturer warranty will be identified on the product information or supporting documentation where available. Customers should contact KREM first for warranty assistance because KREM deals directly with its suppliers.

Manufacturer warranties are in addition to, and do not replace, statutory rights that cannot lawfully be excluded. Demo, refurbished or clearance equipment may have product-specific condition and warranty disclosures, which will be communicated before sale.

14. Promotions and discount codes

Promotional codes may be offered from time to time. Unless a promotion expressly states otherwise, only one discount or promotional code may be applied to an order. Promotions do not reduce statutory consumer rights. See the separate Promotions & Discount Code Terms.

15. Website use and intellectual property

The KREM name, branding, product presentation, photographs, written content, packaging artwork and website content are owned by KREM or used with permission. They may not be copied, republished or commercially exploited without permission, except where the law permits.

You may not misuse the website, attempt unauthorised access, interfere with the store, submit false information, use automated tools in a way that disrupts the service, or use the website for unlawful activity.

16. Privacy and marketing

KREM processes personal information in accordance with its Privacy & POPIA Notice. KREM's marketing policy is to send newsletters and promotional electronic communications where the recipient has opted in or where another lawful basis specifically permits the communication. Recipients can unsubscribe or object to marketing as described in the Privacy Notice.

17. Liability and events outside reasonable control

Nothing in these terms excludes or limits liability or consumer rights where South African law does not permit that exclusion or limitation. Subject to that rule, KREM is not responsible for losses caused by circumstances genuinely outside its reasonable control, including material courier disruption, infrastructure failure or other force majeure events, provided KREM still performs any duties that applicable law places on it.

18. Complaints and dispute resolution

Complaints should first be submitted through the complaint form on the KREM website. If the form is unavailable, email info@kremcoffee.co.za. KREM will first handle the matter through customer service and, where necessary, management review. If a consumer dispute remains unresolved, the consumer may use any dispute-resolution process available under applicable South African law, including the Consumer Goods and Services Ombud (CGSO) or the National Consumer Commission where applicable.

19. Governing law

These terms are governed by the laws of the Republic of South Africa. Any court or tribunal with lawful jurisdiction may hear a dispute. Nothing in this clause removes a consumer's right to approach a body or forum available to the consumer by law.

20. Changes to these terms

KREM may update these terms when its store, products, technology, legal obligations or operational processes change. The version and effective date shown on the document identify the applicable published version. A material change will not retrospectively remove rights that already arose under an accepted order.

21. Contact details

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
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VAT status	Not VAT registered as at the effective date of this document