

1. TERMS AND CONDITIONS

1. Introduction

These Terms and Conditions govern the use of the Reboni Furniture Factory (Pty) Ltd website located at www.reboni.co.za and the purchase of products from Reboni Furniture Factory (Pty) Ltd ("Reboni", "we", "our", or "us").

By accessing our website or placing an order, you agree to be bound by these Terms and Conditions.

2. Company Information

Reboni Furniture Factory (Pty) Ltd

Physical Address:

5 Display Gardens, Sarel Baard Crescent, Gateway Industrial Park, Centurion, Gauteng, South Africa

Telephone: 086 173 2664

Email: sales@reboni.co.za

Business Hours:

- Monday – Thursday: 08h00 – 16h30
 - Friday: 08h00 – 14h30
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3. Products and Availability

Reboni supplies furniture and related products to residential customers, schools, government institutions, businesses, and commercial organisations.

Our range includes:

- Standard products
- Made-to-order products
- Custom-manufactured products
- Special-order products
- Bulk and project-based orders

All products are subject to availability.

Product images, colours, finishes, fabrics, dimensions, and specifications are provided for guidance only. Variations may occur due to changes in raw materials, supplier specifications, manufacturing processes, screen settings, or product improvements.

4. Quotations and Special Orders

Orders involving:

- More than 50 units of a product;
- Custom furniture;
- Non-standard specifications;
- Contract, tender or project-based requirements;

may require a formal quotation and written acceptance before production or supply commences.

Quotations are valid for the period stated therein and may be withdrawn after expiry.

5. Pricing

All prices displayed on the website are subject to change without notice.

While every effort is made to ensure accurate pricing, Reboni reserves the right to correct pricing errors, omissions, or inaccuracies.

Where an incorrect price has been published, Reboni may cancel the order and refund any payment received.

6. Payments

Reboni accepts:

- Credit and debit card payments
- Electronic Funds Transfers (EFT)
- Approved third-party online payment gateways

Orders are only confirmed once:

- Payment has been successfully processed or cleared; and
 - Reboni has accepted the order.
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7. Order Acceptance and Cancellation

Reboni reserves the right to refuse, delay, suspend, or cancel any order where:

- Stock is unavailable;
- Product information or pricing is incorrect;
- Payment cannot be verified;
- Delivery cannot reasonably be completed;
- Fraud or unlawful activity is suspected.

If an order is cancelled by Reboni after payment has been received, any payment due to the customer will be refunded.

8. Ownership and Risk

Ownership of goods remains with Reboni until full payment has been received.

Risk in the goods passes to the customer upon:

- Delivery to the delivery address; or
- Collection by the customer or their authorised representative.

9. Customer Responsibilities

The customer is responsible for ensuring that:

- Delivery access is suitable;
- Furniture can fit through doors, gates, passages, staircases, and lifts;
- A suitable person is available to receive the delivery.

Additional costs arising from failed deliveries or site access restrictions may be charged to the customer.

10. Warranty

Reboni provides a 12-month warranty against manufacturing defects and material faults.

The warranty does not cover:

- Misuse or abuse;
- Water or moisture damage;
- Improper storage;
- Incorrect assembly;
- Normal wear and tear;
- Accidental damage;
- Unauthorised repairs or modifications.

11. Website Use

Users agree not to:

- Use the website unlawfully;
- Attempt unauthorised access to systems or data;
- Interfere with website functionality;

- Upload malicious software or harmful content.
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12. Intellectual Property

All website content, including logos, designs, images, photographs, text, specifications, and trademarks, remains the property of Reboni or its licensors.

No content may be copied, reproduced, distributed, or used without prior written permission.

13. Changes to Terms

Reboni may update these Terms and Conditions at any time.

The latest version published on the website will apply from the date of publication.

14. Governing Law

These Terms and Conditions are governed by the laws of the Republic of South Africa.

2. SHIPPING POLICY

1. Delivery Areas

Reboni delivers throughout South Africa and may export products to selected countries within Africa.

International deliveries may be subject to additional shipping charges, customs requirements, taxes, duties, and import regulations applicable in the destination country.

2. Collection Locations

Customers may collect orders from:

- Centurion, Gauteng
- Mogwase, North West
- Sasolburg, Free State
- Strand, Western Cape

Collection arrangements must be confirmed in advance.

3. Delivery Methods

Reboni uses:

- Its own delivery fleet; and
- Approved third-party courier and logistics providers.

The delivery method used will depend on the destination, product type, and order size.

4. Delivery Timeframes

Estimated delivery periods are:

In-Stock Products

Up to 5 working days.

Made-to-Order Products

Approximately 2 to 3 weeks.

Custom, Project and Bulk Orders

Approximately 4 to 6 weeks, depending on project scope, quantities, and production requirements.

All delivery periods are estimates and may be affected by factors beyond our control.

5. Delivery Charges

Delivery charges are charged at a fixed rate and will be communicated during the ordering process.

Additional charges may apply for:

- Remote delivery locations;
 - Redelivery attempts;
 - Special handling requirements.
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6. Delivery Requirements

The customer must ensure:

- Correct delivery details are provided;
- Easy and safe access is available;
- Someone is available to accept delivery.

If delivery cannot be completed due to customer-related circumstances, additional delivery charges may apply.

7. Inspection on Delivery

Customers must inspect goods at the time of delivery.

Any visible damage, shortages, or packaging concerns should be noted and reported to Reboni as soon as possible and no later than seven (7) days after delivery.

8. Delays

Although Reboni will take reasonable steps to meet delivery estimates, delays may occur due to:

- Supplier shortages;
- Manufacturing constraints;
- Weather conditions;
- Industrial action;
- Transport disruptions;
- Circumstances beyond our reasonable control.

Reboni shall not be liable for indirect losses arising from delivery delays.

3. PRIVACY POLICY

1. Introduction

Reboni Furniture Factory (Pty) Ltd respects your privacy and is committed to protecting your personal information in accordance with applicable South African legislation, including the Protection of Personal Information Act (POPIA) and the Promotion of Access to Information Act (PAIA).

2. Information We Collect

We may collect:

- Full name
 - Contact details
 - Province
 - Delivery address
 - Billing information
 - School, company or organisation name
 - VAT number
 - Payment-related information
 - Marketing preferences
 - Information submitted through enquiries, quotations or orders
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3. How We Collect Information

We collect information when you:

- Visit our website;
 - Request a quotation;
 - Place an order;
 - Create an account;
 - Subscribe to marketing communications;
 - Contact our sales or support teams.
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4. How We Use Information

Your information may be used to:

- Process orders;

- Deliver products;
 - Manage customer accounts;
 - Provide quotations;
 - Respond to enquiries;
 - Issue invoices;
 - Improve customer service;
 - Comply with legal obligations;
 - Send marketing communications where permitted.
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5. Marketing Communications

Reboni may send marketing communications by:

- Email;
- SMS;
- WhatsApp;
- Other electronic communication channels.

Customers may unsubscribe at any time by following the unsubscribe instructions or contacting us directly.

6. Payment Information

Reboni does not store customers' card details.

Electronic payments are processed through approved third-party payment service providers.

7. Sharing of Information

We may share information with:

- Courier and logistics providers;
- IT service providers;
- Professional advisers;
- Legal service providers;
- Accounting service providers;
- Regulatory authorities where legally required.

We do not sell customer personal information to third parties.

8. Data Security

We take reasonable technical and organisational measures to safeguard personal information from unauthorised access, disclosure, loss, misuse, or alteration.

9. Your Rights

Subject to applicable law, you may:

- Request access to your personal information;
- Request correction of inaccurate information;
- Object to certain processing activities;
- Withdraw consent for marketing communications;
- Request deletion where legally permissible.

Requests may be directed to sales@reboni.co.za.

10. Cookies and Analytics

Our website may use cookies and similar technologies to improve functionality, security, and user experience.

Additional information regarding cookies may be published on our website from time to time.

11. Changes to this Privacy Policy

Reboni may amend this Privacy Policy periodically.

The updated version published on the website will apply from the date of publication.

4. REFUND AND RETURNS POLICY

1. Overview

Reboni aims to ensure customer satisfaction while maintaining fair procedures for returns, exchanges, repairs, and refunds.

This policy applies to products purchased through www.reboni.co.za.

2. Change-of-Mind Returns

Customers may return standard products within seven (7) days of delivery if:

- The item is unused;
- The item is undamaged;
- The item remains unassembled;
- The item is returned in its original packaging;
- Proof of purchase is provided.

The customer is responsible for all return delivery or collection costs associated with change-of-mind returns.

3. Non-Returnable Products

Unless defective, the following items cannot be returned:

- Custom-manufactured products;
 - Made-to-order products;
 - Special-order products;
 - Used products;
 - Mattresses;
 - Upholstered products supplied where hygiene considerations reasonably apply.
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4. Damaged, Incorrect or Defective Goods

Customers must notify Reboni within seven (7) days of receiving goods if:

- Products arrive damaged;
- Incorrect products are delivered;
- Components are missing;
- Manufacturing defects are identified.

Photographs and supporting information may be requested to assist with assessment.

5. Inspection and Assessment

Reboni reserves the right to inspect or assess returned products before approving any:

- Refund;
 - Exchange;
 - Repair;
 - Replacement;
 - Store credit.
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6. Available Remedies

Depending on the circumstances, Reboni may:

- Repair the product;
- Replace the product;
- Supply replacement parts;
- Exchange the product;
- Issue store credit;
- Provide a refund.

The appropriate remedy will be determined after assessment.

7. Warranty Claims

Reboni provides a 12-month warranty against manufacturing defects and material faults.

The warranty excludes:

- Misuse or abuse;
 - Water damage;
 - Incorrect assembly;
 - Negligence;
 - Unauthorised alterations;
 - Normal wear and tear.
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8. Refund Processing

Approved refunds will be processed after the returned product has been received and inspected.

Refunds will be made using the original payment method where reasonably possible.

The timeframe for processing approved refunds will be communicated to the customer at the time the refund is authorised.

9. Return Procedure

Customers wishing to request a return, exchange, repair, or refund should contact:

Email: sales@reboni.co.za

Telephone: 086 173 2664

Please provide:

- Order number;
 - Product details;
 - Description of the issue;
 - Photographs where applicable.
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10. Contact Us

For any questions regarding this policy:

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