K**ayze Kitchenware Terms & Conditions**

**Purchases, Payment & Delivery**

* Our Payment methods are cash or Electronic Funds Transfers (EFT).
* Payment needs to be made before any item can be dispatched and hence orders can only be dispatched when payment reflects on our side.
* All proof of payments to be sent to info@kayzekitchenware.africa .
* Our delivery turnaround time is between 2 - 10 business days depending on the area and delivery schedule.
* If any loss or damage occurs when goods are being couriered or delivered by Kayze Kitchenware, we will take full responsibility and resend a new replacement once the damaged ones are in our possession.
* **Kayze Kitchenware** will not be held accountable for any loss of income or time and all goods must be checked upon delivery as we won’t be held accountable for any mishap.
* Products advertised on our website or catalogue or other sources of media might not resemble the exact product as we modernize slightly on our media production

**Guarantee: -**

* All electrical and gas operated equipment have a six month guarantee from the date of invoice which includes the repair or replacement of defective parts which takes up to 10 working days .
* The guarantee does not cover defects that are caused by misuse, incorrect installation, lack of cleaning and maintenance or negligence by the operator, or any loss in business or income while being repaired.
* The guarantee will expire if a client make any structural changes or use any spare parts that are not part of the original unit and also if any work or repairs are done by any other party than **Kayze Kitchenware**.
* Courier charges for the defective units will be on the customer’s account unless if other arrangements are made.
* **Kayze Kitchenware** advices consumers to keep the original invoice for us to accept any claims and exchanges.
* If an item is defective when bought, it should be exchanged within seven calendar days.
* Gas fryers and grillers are not thermostatically controlled so temperature should be manually monitored and controlled to prevent overheating.

**Returns:**

* Unwanted merchandise must be returned within 7 days of purchase for a full refund also in is its good state with all the packaging not destroyed, accompanied by the Tax Invoice.
* Laybyes start from a minimum order of R1000.00 for a maximum of 2 months
* No cash refund on laybys we do offer a product equivalent to the amount paid.
* We reserve the right to levy a charge of 12% (fifteen percent) of the invoiced value on goods accepted for return. - Items must be complete and packed in their original packaging.
* No returns on promotional goods sold on discounts or markdown items.
* No cash refunds on gift cards.
* For more information in regards to our Standard Terms and Conditions we refer you to our Customer Care team.