

Terms & Conditions

Privacy Policy

The Site (<https://juiceborx.co.za>) may collect certain information about your visit, such as the name of the internet service provider & the IP address through which you access the internet, the date & the time you access the site. The pages you access while visiting the site and the internet address of the web site from which you linked directly to our site. This information is used to help improve the site, analyze trends & administer the Site

There will be times when you purchase a product, we will need to obtain personal information including but not limited to your name, address (Postal, Installation, Delivery, RICA and/or Billing address), email, contact number, income and/or credit references etc. The information we receive about you or from you may be used by us or shared by us with our corporate affiliates, agents, vendors & others to help facilitate a transaction/purchase; To comply with any law, regulation, audit or court order.

The information will not be used for anything other than which is stated in the Terms & Conditions of use for this service. None of the information provided will be sold or made available to anyone. By accepting these Terms & Conditions you consent to receive informational material from us, this would include promotions. Price changes & information related to your services.

We also collect usage information about you when you visit us, which helps us understand how our site is navigated, how many visitors arrive at specific pages, the length & frequency of a stay at our website. In addition, Juice Borx web pages may place "Cookies" on your personal computer. These are small identifiers similar to a license plate that help us recognize you should you visit our web pages again.

Cookies are not designed to be used to get data from your hard drive, email or any personal data about you. You can reject cookies by changing your browser settings. Please note, should you reject our cookies it is possible that some web pages may not be loaded properly. You access to certain information might be denied or you might have to enter information about your or your application, inquiry or purchase more than once.

Your information is safe guarded by encryption, security standards & procedures. We also utilize the latest technology to safe guard your information on an ongoing basis.

For further questions regarding this, please drop us an email on admin@juiceborx.co.za

By making use of our website you signify your acceptance of our Privacy Policy, if you do not agree to this policy, please do not use our site & related pages.

Service Policy

When you make a purchase with us, legal obligations may arise & your right to a refund for the amount charged on your card or paid using any of our other methods agreed by us, are limited by our terms &

conditions. Please do not make any purchases through any of our channels unless you understand & agree to all our terms & conditions. Once payment is made for the purchase, it is deemed that you have read & understood the terms & conditions of such purchase. If you have any queries please contact us before making any purchase for any service through this website. Please direct all queries to admin@juiceborx.co.za

Service Levels

All services sold by Juice Borx are provided as a best-effort service, uptime & speeds cannot be guaranteed unless otherwise stated. During any technical failure, modification or maintenance of the service provided, Juice Borx will use its reasonable endeavors to resume the service as soon as possible. This excludes upstream provider infrastructure that is not within the control of Juice Borx.

Delivery Policy

This delivery policy applies to services delivered by Juice Borx appointed representative only. The delivery of certain products/services sold by Juice Borx are handled directly by the supplier or provider. In these cases, the delivery policy will be stated in the Terms & conditions for that particular product/service. If you are not sure please contact us so that we may advise you on the delivery policy that applies to your purchase.

Delivery times stated are not guaranteed but are generally attainable within major centres. A possible delay of 24 to 96 hours can be expected outside of major metros & additional delivery costs may apply. Some deliveries might require that information or documents must be produced and copies thereof provided during the delivery, this will be communicated on purchase of the device or product if it is required.

A physical address (Home or Office) is required for the delivery of your order, Private bag, post office & post boxes will not be accepted. Deliveries take place weekdays during office hours unless arrangements had been made & your delivery will be dispatched after payment has cleared. EFT is quicker, Payfast normally takes 48hrs to process.

Juice Borx will not arrange collection of units for exchange or return (or cover related costs). The client will be responsible for arranging for the unit to be delivered to Juice Borx. This will in no way impact the continued warranty provisions & only relates to courier charges & logistics.

Refund Policy

Refunds will not be granted for services purchased in error. Should it be proven that a service is not working as per the product description, Terms & Conditions and/or Acceptable Usage Policy a refund will be granted. Should you cancel a service before you take receipt of it all Refunds payable will fall

away should remove it from its package before sending it back. Refunds for amounts deposited into Juice Borx's banking account erroneously will also have a 15% fee levied to cover our bank charges & will only be considered for processing 7 days after the original payment date. Refunds for debit order & credit card payments are processed after the 2nd week of the month.

Cancellation Policy

The cancellation of a product or service is the client's responsibility. Services should be cancelled by the 10th of each month so that the debit order does not run & guarantees the cancellation of services.