TERMS & CONDITIONS

ABOUT GEO CULTURE

Geo Culture (Pty) Ltd operates in the retail and distribution industry, supplying firewood, wood pellets, eco litter, and wood shavings within the Western Cape, South Africa.

Company Registration Number: 2024/258696/07
Physical Address: 23 Korhaan Close, Joostenberg Vlakte, 7570
Telephone: +27 62 510 8732
Email: order@geoculture.co.za

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1. AVAILABILITY & ORDER PROCESSING

All orders are subject to product availability and receipt of payment. Orders are generally processed within 2–5 business days after proof of payment has been received.

If a product is unavailable, Geo Culture will notify the customer and issue a refund within a reasonable period, not exceeding 30 days, in accordance with the Consumer Protection Act.

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2. PRICING & ERRORS (E&OE)

While every effort is made to ensure accurate pricing, Geo Culture reserves the right to cancel or refuse orders resulting from pricing, typographical, or system errors. Any payment received for such orders will be refunded in full.

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3. PAYMENT TERMS

Payment may be made via Visa, MasterCard, or EFT.

For EFT payments:

- Use your order number as the payment reference
- Payment must reflect in our account before delivery can be scheduled
- Proof of payment must be emailed to order@geoculture.co.za

Deliveries will only take place once payment has been received in full. All transactions are processed in South African Rand (ZAR).

4. DELIVERY POLICY

Once proof of payment has reflected in our bank account, the delivery date and time will be confirmed via WhatsApp, email, or telephone.

- Standard deliveries take place Monday to Friday, between 08h00 and 17h00
- Delivery times are estimates and customers should allow a 4–5 hour delivery window
- Geo Culture does not guarantee exact delivery times
- Delivery fees are displayed on the website

Customers must ensure someone is present at the delivery address to accept delivery at the confirmed date and time. Failure to accept delivery may result in an additional delivery charge.

Geo Culture reserves the right to postpone deliveries due to unsafe weather conditions, excessive rain, or circumstances beyond our reasonable control, including traffic delays or mechanical breakdowns.

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5. ACCESS & DELIVERY CONDITIONS

Customers are responsible for ensuring clear, safe, and suitable access to the delivery location. This includes adequate space for delivery vehicles, safe driveways, and access through estates or security-controlled areas.

If delivery cannot be completed due to restricted, unsafe, or unsuitable access, a re-delivery fee will apply.

Standard delivery is kerbside or driveway drop-off only. Stacking firewood, carrying goods upstairs, through narrow passages, or into multi-storey buildings is not included unless agreed in advance and may incur an additional fee.

Geo Culture will not be liable for damage to driveways, paving, lawns, irrigation systems, or other property where delivery is made at the customer's request.

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6. FIREWOOD – NATURAL PRODUCT DISCLAIMER

Summary: Local firewood is sold per bag (approximately 20kg when packed) or as loose firewood per piece. Imported Namibian hardwood is sold by kilogram only.

Firewood is a natural product and may vary in size, shape, density, moisture content, and weight. Such variations are inherent to wood products and do not constitute defects.

Local Firewood

- Local firewood may vary in size, shape, moisture content, and weight. We make every reasonable effort to supply well-seasoned firewood; however, during winter months and periods of prolonged wet weather in the Western Cape, moisture levels may be higher than usual.
- Environmental conditions such as rain, humidity, and storage conditions may affect moisture levels after delivery.

- Our firewood remains suitable for use, but additional drying time may occasionally be required. Moisture content is not guaranteed unless expressly stated in writing.

- Volumes, weights, and piece sizes are approximate.
- Bagged local firewood is sold per bag and the number of pieces per bag may vary.
- Loose local firewood is sold per piece (e.g., 1 000 pieces) and may be packed into recycled bags for ease of handling; this does not affect the quantity ordered or supplied.
- Local firewood may be supplied in large bags or as loose firewood depending on the customer's order.
- Firewood is a natural timber product and may occasionally contain small worms or larvae as part of the natural lifecycle of wood. This is common in natural firewood products and does not affect the quality or burning performance of the product. The presence of such natural organisms shall not be regarded as a defect and does not qualify for return, refund, or replacement.
- We strongly recommend that firewood be unpacked and stacked outside to allow the wood to naturally weather and dry.

Imported Namibian Hardwood

- Imported hardwood from Namibia is a dense natural wood product and may vary in size, shape, colour, density, moisture content, and weight.
- While this firewood is typically supplied in a well-seasoned condition, moisture content is not guaranteed unless expressly stated in writing.
- Imported Namibian hardwood is sold by kilogram only and not by the number of pieces. Due to the natural characteristics of hardwood, individual piece sizes and weights may vary significantly.
- The total weight supplied will correspond to the quantity ordered, subject to reasonable handling and scale tolerances.
- Minor surface checking, cracking, or natural colour and grain variation is normal in Namibian hardwood and does not affect its burning quality or suitability for use.

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7. STORAGE OF FIREWOOD

Customers are responsible for the proper storage of firewood after delivery. Firewood should be stored in a dry, well-ventilated area and preferably stacked off the ground.

Geo Culture shall not be responsible for changes in moisture content, mould, insects, or deterioration resulting from storage conditions after delivery.

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8. INSPECTION, DAMAGE & SHORTAGES

Customers are required to inspect goods upon delivery. Any damage, shortages, or discrepancies must be reported in writing within 24 hours of delivery and supported by photographs where applicable.

Claims submitted after this period may not be accepted.

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9. RETURNS, CANCELLATIONS & REFUNDS

Due to the nature of our products, returns will only be accepted if goods are damaged or defective at the time of delivery.

- Claims must be submitted within 24 hours of delivery
- Goods may not be returned once used, partially used, or correctly delivered
- Delivery fees are non-refundable once delivery has been completed

Order cancellations by the client will incur a R200 administration fee.

Refunds will be processed within 30 days where applicable.

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10. RISK & OWNERSHIP

Risk in the goods passes to the customer upon delivery at the nominated delivery address.

Ownership of goods remains with Geo Culture until payment has been received in full.

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11. LIMITATION OF LIABILITY

Geo Culture shall not be liable for any indirect, incidental, or consequential loss arising from the use, storage, or handling of its products, including but not limited to loss of profit or damage caused by incorrect storage or use.

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12. CUSTOMER PRIVACY & POPIA

Geo Culture takes all reasonable steps to protect the personal information of users in compliance with the Protection of Personal Information Act 4 of 2013 (POPIA) and the Promotion of Access to Information Act 2 of 2000 (PAIA).

Personal information will only be used to process orders and communicate with customers.

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13. CARD PAYMENTS & SECURITY

Card transactions are processed via Paystack (Pty) Ltd, the approved payment gateway for South African acquiring banks. Paystack uses Secure Socket Layer (SSL) encryption and no card details are stored on the Geo Culture website. Customer card details are entered on Paystack's secure platform.

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14. RESPONSIBILITY

Geo Culture takes full responsibility for all aspects relating to transactions concluded on this website, including the sale of goods, customer service, dispute resolution, and delivery.

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15. GOVERNING LAW & DOMICILIUM

This website is governed by the laws of the Republic of South Africa.

Geo Culture chooses as its domicilium citandi et executandi: 23 Korhaan Close, Joostenberg Vlakte, 7570.

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16. VARIATION OF TERMS

Geo Culture reserves the right to amend these Terms & Conditions at any time without prior notice. Updated terms will be published on the website.

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17. COUNTRY OF SERVICE

The products and services offered on this website are available to South African customers only, with deliveries currently limited to the Western Cape.