

Made in Eswatini Store – Combined Policies

1. Terms & Conditions of Use

1. Scope – These Terms govern all access to and transactions on www.madeineswatini.store (“the Site”) and any orders fulfilled through the Leap Taxi mobile application (“the App”).
2. Eligibility – By using the Site or App you confirm that you are at least 18 years old or have consent from a legal guardian.
3. Account Security – You are responsible for maintaining the confidentiality of your login credentials and for all activities under your account.
4. Pricing & Payment – All prices are displayed in Swazi Lilangeni (SZL) and include VAT unless otherwise stated.
5. Intellectual Property – All content remains the property of Made in Eswatini or its licensors.
6. User Conduct – No malicious uploads or illegal usage.
7. Disclaimers – Not liable for indirect losses; consumer rights preserved.
8. Force Majeure – Not liable for delays due to uncontrollable events.
9. Amendments – Continued use means acceptance of updates.
10. Severability – Invalid clauses don’t affect remaining clauses.

2. Privacy Policy

1. Legal Basis – Data Protection Act No. 5 of 2022.
2. Data We Collect – Identification, delivery, payment and usage data.
3. Purpose – Order fulfilment, support, marketing, compliance.
4. Sharing – Only with delivery partners, processors, regulators.
5. Retention – 7 years for transactions, until consent withdrawal for marketing.
6. Rights – Access, correct, delete, restrict, port data.
7. Security – Encryption, restricted access, scans.
8. Cookies – Essential, analytics and marketing (with consent).

3. Delivery Policy

Zone A: Mbabane CBD & Ezulwini – 2 hours (SZL 30)
Zone B: Manzini, Matsapha, Malkerns – 3 hours (SZL 35)
Zone C: Other major towns – Next-day (SZL 45)
Two attempts included; risk passes at handover.

4. Order Cancellation & Amendments

Food – Cancel within 5 minutes.
Non-perishables – Cancel within 30 minutes or before picking status.
Bulk/custom – Non-cancellable after production starts.

5. Returns & Refunds

Report Within:

- Perishables: 2 hours
- Non-perishables: 7 days
- Parcels: 48 hours

Process:

1. Contact support@madeineswatini.store or WhatsApp +268 7669 9094.
 2. Provide order number, photos, and request.
 3. Refunds in 7 business days or store credit in 24 hours.
- Fees: Restocking fee of SZL 25 for change-of-mind.

6. Refund Policy at a Glance

- Damaged: Full refund/replacement
- Incorrect: Exchange/refund
- Change-of-mind: Refund with fee
- Late food: 50% credit/redelivery
- Lost parcel: Full refund + shipping

7. Governing Law & Jurisdiction

Laws:

- Electronic Transactions Act 2022
- Consumer Protection Act 2018
- Data Protection Act 2022
- Computer Crime Act 2020

Jurisdiction: Mbabane, Kingdom of Eswatini.

8. Contact Information

Call / WhatsApp: +268 7669 9094

Email: support@madeineswatini.store

Postal: Made in Eswatini Store, P.O. Box [Insert], Mbabane, H100, Eswatini