

## Terms, Conditions and policies for **madeineswatini.store**

These Terms and Conditions ("Agreement") govern your use of **madeineswatini.store** ("Website") and all related services, including purchases made through the online store. By accessing or using the website, you agree to these terms.

### 1. General Information

1.1 This website is owned and operated by A Peculiar People and Leap IT.

1.2 These Terms and Conditions may be updated at any time without prior notice. Your continued use of the Website constitutes acceptance of the revised terms.

1.3 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").

1.4 Account Security – You are responsible for maintaining the confidentiality of your login credentials and for all activities under your account.

1.5 Pricing & Payment – All prices are displayed in Swazi Lilangeni (SZL) and include VAT unless otherwise stated.

1.6 Intellectual Property – All content remains the property of Made in Eswatini or its licensors.

1.7 User Conduct – No malicious uploads or illegal usage.

1.8 Disclaimers – Not liable for indirect losses; consumer rights preserved.

1.9 Force Majeure – Not liable for delays due to uncontrollable events.

1.10 Severability – Invalid clauses don't affect remaining clauses.

### 2. Use of the Website

2.1 You must be at least 18 years old or have parental/guardian consent to use this website.

2.2 You agree not to use the website for unlawful purposes or to violate any applicable laws.

2.3 Amendments – Continued use means acceptance of updates.

### 3. Products and Pricing

3.1 All products listed on **madeineswatini.store** are subject to availability.

3.2 Prices are displayed in Emalangeni/Rands and exclude taxes as indicated.

3.3 **Madeineswatini.store** reserves the right to modify prices or discontinue products without prior notice.

## **4. Orders and Payment**

4.1 By placing an order, you confirm that all information provided is accurate and complete.

4.2 Payment methods accepted include credit/debit cards, mobile money, and bank transfers.

4.3 Orders will only be processed once full payment is received

## **5. Delivery Policy**

5.1 Delivery is only available within Mbabane Ezulwini Malkerns Matsapha and Manzini Corridor.

5.2 Estimated delivery times will be provided at checkout but may be subject to delays due to circumstances beyond our control.

5.3 Delivery fees are calculated at checkout based on location and product specifications.

5.4 **Madeineswatini.store** will not be held responsible for failed deliveries due to incorrect address information or unavailability of the recipient. Additional charges may apply for re-delivery.

## **6. Cancellation and Refund Policy**

### **6.1 Order Cancellation**

Orders may only be cancelled within 60 minutes after purchase. After this period, cancellations may not be processed.

### **6.2 Refunds**

Refunds are only applicable for defective, damaged, or incorrect items. Requests must be submitted within 60 minutes of delivery.

### **6.3 Return Policy**

Products must be returned in their original packaging and unused condition. Return shipping costs are the responsibility of the customer unless the return is due to an error on our part.

## **7. Payment Terms**

7.1 Payment is required at the time of purchase unless otherwise stated.

7.2 In the event of a failed transaction or payment dispute, **madeineswatini.store** reserves the right to cancel the order.

7.3 Discounts, promotions, or coupon codes must be applied at checkout and can not be retroactively applied to completed orders.

## **8. Limitation of Liability**

8.1 **Madeineswatini.store** is not liable for any indirect, incidental, or consequential damages arising from the use of the website or purchased products.

8.2 In no event shall our liability exceed the total amount paid for the order.

## **9. Privacy Policy**

9.1 Your use of the Website is also governed by the Eswatini Data Protection Act, 2022 which outlines how we collect, use, and protect your personal information.

9.2 Legal Basis – Data Protection Act No. 5 of 2022.

9.3 Data We Collect – Identification, delivery addresses, payment information and usage data.

9.4 Sharing of Data – Only with delivery partners, processors and regulators

9.5 Retention of Data – until consent withdrawal.

9.6 Data Security – Encryption of all Data, restricted access and full scans.

9.7 Cookies – Essential, analytics and marketing (with consent).

## **10. Governing Law**

These Terms and Conditions are governed by the laws of the Kingdom Of Eswatini. Any disputes shall be resolved exclusively in the courts of the Kingdom of Eswatini.

For inquiries or assistance, please contact us at:

Email: [support@madeineswatini.store](mailto:support@madeineswatini.store)

Phone: +268 76699094

By using **madeineswatini.store**, you agree to abide by these Terms and Conditions.