

# ONLINE VOUCHER POLICY

To ensure a smooth and fair experience for all customers, the following policy applies to the use of our online vouchers:

## **Online Purchase Only**

Vouchers must be purchased exclusively through our official online portal. They cannot be paid for or purchased in-store. Vouchers bought through any other platform or third-party seller will not be accepted.

## **Single-Use Only**

Vouchers must be used in a single transaction. Any unused balance will not be carried over or refunded.

## **App Vouchers Only**

The voucher will only be available and loaded onto our official loyalty app and no other form of voucher will be accepted.

## **Recipient Information Required**

When purchasing a voucher, customers must clearly provide the full name and a valid contact number of the person the voucher is intended for.

## **Store-Specific Redemption**

Vouchers are valid only at the specific store where they were purchased for. They cannot be redeemed at other branches, online platforms, or affiliated locations.

## **Processing Time**

Please allow up to 48 hours for the voucher to reflect on your app after purchase. If voucher is not received within 48hrs, please contact support.

## **Non-Transferable and Non-Refundable**

Vouchers are non-transferable, non-exchangeable, and non-refundable once issued.

## **Expiry Date**

Vouchers must be used within the validity period specified at the time of purchase. Expired vouchers will not be accepted.

## **Contact Details**

The voucher can only be loaded to anyone who has a valid South African number.

## **Marketing Consent**

By purchasing a voucher, you agree to receive occasional marketing communication from us regarding promotions, offers, and news. You can opt out of these communications at any time by following the unsubscribe link in the message or contacting our support team