TERMS AND CONDITIONS

Version 1.0 – Effective: 05 August 2026

Fosnorin (PTY) LTD

Trading Name: Kookfontein Rooibos

Website: https://kookfontein.co.za

Date of Compilation: 05 August 2026

Date of Revision: 05 August 2026

TABLE OF CONTENTS

1. Introduction
2. Acceptance of these Terms
3. Company Information
4. Products and Services
5. Pricing
6. Orders
7. Payment
8. Product Availability
9. Shipping and Delivery
10. Returns and Refunds
11. Product Information
12. Customer Responsibilities
13. Intellectual Property
14. Website Use
15. Third-Party Services
16. Limitation of Liability
17. Indemnity
18. Privacy
19. Governing Law
20. Changes to these Terms
21. Contact Information
22. Issued By
23. Revision History

1. INTRODUCTION

These Terms and Conditions govern the use of the Kookfontein Rooibos website and the purchase of products and services from Fosnorin (Pty) Ltd.

By accessing this website or placing an order, you agree to be bound by these Terms and Conditions.

---

2. ACCEPTANCE OF THESE TERMS

By using this website, creating an account, placing an order or otherwise interacting with our business, you acknowledge that you have read, understood and accepted these Terms and Conditions.

If you do not agree with these Terms, you should not use this website.

3. COMPANY INFORMATION

Company Name

Fosnorin (Pty) Ltd

Trading Name

Kookfontein Rooibos

Physical Address

29 Rhenius Street

Graafwater

Western Cape

South Africa

8120

Telephone

+27 60 440 7209

Email

info@kookfontein.co.za

Website

https://kookfontein.co.za

4. PRODUCTS AND SERVICES

Fosnorin (Pty) Ltd supplies natural Rooibos products through its online store and may also supply products through wholesale, bulk and export channels.

Product descriptions, photographs and specifications are provided as accurately as reasonably possible. Minor variations may occur due to the natural characteristics of agricultural products.

---

5. PRICING

All prices displayed on the website are in South African Rand (ZAR).

Prices are subject to change without prior notice.

The price displayed at the time an order is placed will apply to that order.

---

6. ORDERS

Orders are subject to acceptance by Fosnorin (Pty) Ltd.

We reserve the right to:

- refuse an order;
- cancel an order;
- limit quantities;
- request additional information before processing an order.

Customers will be notified if an order cannot be fulfilled.

7. PAYMENT

Payments may be made using the payment methods available during checkout.

Orders will normally only be processed once payment has been successfully received and confirmed.

---

8. PRODUCT AVAILABILITY

Although every effort is made to maintain accurate stock levels, product availability cannot always be guaranteed.

If a product becomes unavailable after an order has been placed, customers will be contacted to discuss suitable alternatives or a refund where applicable.

---

9. SHIPPING AND DELIVERY

Shipping is subject to our Shipping Policy.

Delivery times are estimates only and may vary depending on courier services, weather conditions, public holidays or other circumstances beyond our control.

Risk in the goods passes to the customer upon delivery.

---

10. RETURNS AND REFUNDS

Returns, exchanges and refunds are governed by our Returns and Refund Policy and the Consumer Protection Act, 68 of 2008.

Customers should review the Returns and Refund Policy before requesting a return or refund.

---

11. PRODUCT INFORMATION

Natural Rooibos is an agricultural product.

Colour, aroma, taste and appearance may vary between harvests.

Information published on this website is provided for general information only and should not be interpreted as medical, legal or professional advice.

Please refer to our Medical Disclaimer where applicable.

---

12. CUSTOMER RESPONSIBILITIES

Customers are responsible for:

- providing accurate contact information;
- providing accurate delivery information;
- ensuring someone is available to receive deliveries where required;
- reviewing their order before payment.

---

13. INTELLECTUAL PROPERTY

Unless otherwise stated, all website content, including:

- text;
- photographs;
- graphics;
- logos;
- product descriptions;
- branding; and
- original written content,

remains the intellectual property of Fosnorin (Pty) Ltd.

Content may not be copied, reproduced, published or distributed without prior written permission.

---

14. WEBSITE USE

Visitors agree not to:

- use the website unlawfully;
- interfere with website security;
- attempt unauthorised access;
- introduce malicious software;
- misuse website functionality.

---

15. THIRD-PARTY SERVICES

Our website uses trusted third-party service providers, including:

- WooCommerce
- PayFast
- QuickBooks
- Mailchimp
- The Courier Guy
- PUDO Locker Integration
- Chaty (WhatsApp)
- Wordfence
- Akismet

These services operate under their own terms and privacy policies.

16. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Fosnorin (Pty) Ltd shall not be liable for any indirect, incidental or consequential loss arising from the use of this website or the purchase of products.

Nothing in these Terms excludes any rights provided under applicable South African legislation.

17. INDEMNITY

By using this website, you agree to indemnify and hold harmless Fosnorin (Pty) Ltd against claims, damages, liabilities and expenses arising from unlawful use of the website or breach of these Terms.

---

18. PRIVACY

Personal information is processed in accordance with our:

- Privacy Policy
- POPIA Privacy Policy
- Cookie Policy

---

19. GOVERNING LAW

These Terms and Conditions are governed by the laws of the Republic of South Africa.

Any disputes shall be subject to the jurisdiction of the South African courts.

---

20. CHANGES TO THESE TERMS

These Terms and Conditions may be amended from time to time.

The latest version will always be published on our website.

21. CONTACT INFORMATION

Information Officer

Karin Foster

Director and Information Officer

Fosnorin (Pty) Ltd

29 Rhenius Street

Graafwater

Western Cape

8120

South Africa

Email: info@kookfontein.co.za

Telephone: +27 60 440 7209

Website: https://kookfontein.co.za

22. ISSUED BY

22.1 Information Officer

Name: Karin Foster

Title: Director and Information Officer

Company: Fosnorin (Pty) Ltd

---

23. REVISION HISTORY

Version	Date	Description	Approved By
1.0	05 August 2026	Initial Release	Karin Foster