

Introduction

Boxer Bulk Online is an ordering platform offered, operated and owned by Boxer Superstores (Pty) Ltd ("Boxer") to its Spaza Shop and feeding scheme traders ("Boxer Bulk Online"). It can be accessed via our website (www.boxer.co.za) or directly at (<https://traders.boxer-digital.co.za>). The Boxer Bulk Online Terms and Conditions ("Terms and Conditions") contained herein, govern the following: Registration; ordering; payment; final execution of an order; and the upliftment of goods from the nearest store allocated. These Terms and & Conditions are binding and enforceable against persons accessing or using the services of Boxer Bulk Online.

Please read these Terms and Conditions carefully. By utilizing the website and or registering on the Boxer Bulk Online to make a purchase, you represent that you have read, understood and agree to be bounds by the Terms and Conditions of Boxer Bulk Online. Do not submit a registration form if you do not agree to be bound by the Terms and Conditions. If you require clarification regarding the website or any of the Terms and Conditions, please email us at tradersadmin@boxer.co.za, before accepting the Terms and Conditions or continuing to use the website.

Registration

Only registered users will be allowed to order goods from Boxer Bulk Online. You will be required to register on Boxer Bulk Online by selecting the relevant register type: "Trader/Spaza's" or "Feeding Schemes". It is your responsibility to ensure that the details provided on registration, or at any given time, are correct and complete. Boxer will validate your registration onto the platform and provide an acceptance or rejection based on the validity of the information provided. It is mandatory that you select a default store in the default store field during registration. Feeding Schemes will be required to further submit their confirmation of contract with the Department of Education for the respective period of order. The turnaround time for validation of details or changes in existing information is 24 hours.

All goods purchased by Feeding Schemes are strictly designated for National School Nutrition Programs only. Resale of these goods to any other category of persons other than Feeding Schemes, are **strictly prohibited**. To the extent that the Feeding Scheme wishes to return any goods purchased, you are advised that the normal store return process shall be applied unless prior agreement has been made, confirmed in writing and signed by an authorized representative of Boxer.

Users must inform Boxer immediately of any changes to the information that they provided when registering, by updating their details on Boxer Bulk Online (<https://traders.boxer-digital.co.za>).

Contact us

You can submit any questions, concerns and general comments with regards to orders placed or queries regarding the Boxer Bulk Online platform via email to tradersadmin@boxer.co.za . We endeavor to provide you with timeous feedback regarding the above.

Password & Security

Once your registration has been processed, you will receive your login credentials via sms or email. Upon your first login, you are required to change the default password that you received to a customer specific password to ensure privacy of your credentials (1 upper case, 1 numeric, a minimum of 7 characters required).

In the event that you have forgotten your credentials required to log in, a reset/retrieve solution will be available to enable you to reset/retrieve your credentials.

Please keep your password confidential and do not disclose or share it with anyone. You will be responsible for all activities and orders that occur or are submitted under your customer account. If you know or suspect that someone else knows your password, immediately notify us by contacting Boxer Bulk Online Customer Care via email at tradersadmin@boxer.co.za. If

Boxer has reason to believe that there is likely to be, or has been, a breach of security or misuse of the Boxer Bulk Online Platform, we may require you to change your password, or reserve the right to reject your account without prior notification.

Selection of a Fulfillment Store

The store from where your order will be picked is based upon your preferred store as selected upon registration. You accept that this allocation is made automatically and should you require a change in region or store after adding items to your basket, you will be required to remove all items before changing to another region or store. Please note the Boxer Bulk Online platform only covers Kwa- Zulu Natal currently. You will be notified as soon as the Boxer Bulk Online platform migrates to other regions.

Building of Basket

You can select items and quantities from the catalogue for your basket as indicated on the platform. The minimum value of any order is R 1 500.00. Once you confirm your basket, you will be prompted to select the store for collection. Your order will be processed and confirmed from a central point being, Boxer Bulk Online Customer Care tradersadmin@boxer.co.za. You will be able to amend your basket prior to checkout but you will not be able to amend your order post checkout. You will be issued with a system generated order number to assist in the following up of an order. You can email the Boxer Bulk Online Customer Care tradersadmin@boxer.co.za to follow up on orders.

Once the basket has been prepared in store you will be notified of the date on which you will be able to collect your basket and facilitate the payment of the order. Boxer will not be held liable or responsible for any impact related to amendments, particularly with respect to stock availability or store selection and pricing.

Payment Options

1. In Store Payment Option.
 - If you utilize this option, payment needs to be facilitated at the Store Point of Sale in order to confirm your order and commence preparation of your basket ahead of upliftment.
2. EFT Payment Option
 - If you utilize this payment option, you will be required to submit the proof of payment to the Boxer Bulk Online Customer Care tradersadmin@boxer.co.za.
 - Please note if EFT Option is utilized, Boxer requires 72 hours to validate the payment prior to processing your order to store for picking and collection.

Turnaround time for Order Execution:

Please note that there is standard 72 hour turnaround time that is required to validate, ascertain stock availability, process and execute your order. If an EFT Payment option is selected, please note that a further 72 hours is required in order to validate the payment reflection into the Boxer Bank account.

Product Information and Images:

Images contained on Boxer Bulk Online are provided to help you recognize products. Boxer has taken every effort to display images of products as accurately as they appear however, images may not always reflect the exact item or packing that you receive which can be attributed to a number of factors which are out of Boxer's control. Accordingly, these images should not be used to determine size or volume of products. You are kindly requested to refer to the product information contained in the description and any other additional information made available on the Boxer Bulk Online website in this regard. Boxer endeavors to make all product related information available on the Boxer Bulk Online website. Should you require any further

information regarding product on the website, please contact the Boxer Bulk Online Customer Care tradersadmin@boxer.co.za.

Additional Products:

Should you require a product that is not featured on the Boxer Bulk Online platform, please contact the Boxer Bulk Online Customer Care tradersadmin@boxer.co.za. We will try to assist you with sourcing this product, provided that it is within the Boxer parameters.

Validation of Order and Collection:

It is your responsibility to check the invoice against the goods at collection. Goods must be signed for, upon collection, by yourself, or by a nominated representative who must be aged 18 or above. Under no circumstances will goods be left unattended or released to any person below the age of 18. If you fail to collect your order within a reasonable time limit of 24 hours after the confirmed collection date, order will be cancelled off system and a new order must be placed. You will be notified of the cancellation. Please note you will not be able to add or remove items from your order at the store. If you require items to be added or removed, please contact the Boxer Bulk Online Customer Care tradersadmin@boxer.co.za, who will assist with amendment of your order.

Stock Availability:

Only items indicated as available on the Boxer Bulk Online platform can be purchased. Items stocked in stores but not indicated as available on Boxer Bulk Online, do not form part of the Boxer Bulk Online platform and, therefore, cannot be ordered. We will not pick items that are not available on the Boxer Bulk Online platform even if such items are requested through special instruction available as part of the ordering process. Due to being part of the retail industry, we may occasionally run out of stock before we can update our stock availability online. We endeavor to keep this to a minimum. We will keep you updated at all times, and encourage you to select the different 'substitution' options, in the event that we are unable to fulfil your original request.

Substitution:

Whilst we make every effort to ensure that the stock availability on Boxer Bulk Online is as accurate as possible, from time to time we may be unable to locate stock of a product that has been requested. In that situation our Boxer Bulk Online Team will contact you to offer you a substituted product. We will firstly fulfil as much of the originally requested product as is available, before providing the balance with your chosen substitute product. If you would prefer us to provide the full quantity requested in either the original product or the substitute (i.e. not to split the quantities between the original product and the substitute), you will be responsible for providing us with special instructions relating to your choice.

Our Boxer Bulk Online Team may use their discretion to choose an appropriate substitute on your behalf. We will first contact you to check if you are satisfied with the suitability of the substitute product that is selected. We endeavor to select a suitable substitute in the same price range of the original item ordered, subject to availability. The price of the substitute may exceed or be less than that of the original item, you will be contacted and informed of the charged price of the substitute.

Risk and Ownership:

The ownership and risk associated with your goods will be held by Boxer up until the point of collection at your nominated store. There forth, ownership and risk passes on to the customer.

Please note that Boxer cannot be held responsible for orders placed incorrectly on Boxer Bulk Online platform. Should an order error be discovered during the collection process, before payment has been made then any items not wanted may be removed from the order, provided that you allow sufficient time for the Boxer Bulk Online Team to process the amendment.

Should an order error be discovered during the collection process, after an EFT payment has been made then any items not wanted may be removed from the order, provided that you allow sufficient time for Boxer Bulk Online Team to process the amendment and refund any monies that may be due to you.

Data Protection:

Any personal information collected in relation to the use of the Boxer Bulk Online Platform will be held and used in accordance with our Privacy Policy, which is available on our website.

Indemnity:

You agree to indemnify Boxer Bulk Online and its affiliates, employees, agents, representatives and third party service providers, and hereby defend and hold each of them harmless from any and all claims and liabilities (including legal costs on the attorney-client scale) which may arise from, without limitation, your use of Boxer Bulk Online, unauthorized use of material obtained through the Boxer Bulk Online Website, breach of these Terms and Conditions.

Cancellation of orders prior to collection:

Should the order need to be cancelled, same must be communicated through to Boxer Bulk Online Customer Care tradersadmin@boxer.co.za, for the respective order to be actioned accordingly.

Please note that your order only comes into existence once we have confirmed your order via Boxer Bulk Online and your payment has been processed. Once we have accepted payment for an order, cancellation of the order is within our sole discretion. Orders that cannot be cancelled will be subject to these Terms and Conditions and policies relating to Returns and Exchanges.

Pricing Policy:

Please note applicable pricing will be managed from the Boxer Head Office and then loaded onto the Boxer Bulk Online platform, to be made available for you to utilize in building your order. Price negotiations will not be actioned at store level, all negotiations will only occur between the Boxer Bulk Online Team and you directly, prior to commencement for the order to the nominated store.

Please note that all prices on Boxer Bulk Online platform are guide prices only. There are a number of reasons for this, two of which are outlined below. All prices are indicated inclusive of VAT unless otherwise stated or displayed. The final price charged will be reflected on your invoice for payment at the store nominated for the collection of your order.

Discounts:

Please note that any promotional discounts offered on the platform, will be applicable for a certain period of time. You will be able to redeem an existing eCoupon voucher as a form of payment for Boxer Bulk orders. Percentage discounts will be provided within the Boxer Bulk Online parameters, however such discount will be dependent on the type of product and the volume ordered. Please note that discounts are subject to stock availability.

Returns:

You have the right to return any product back to the allocated store that you purchased it from within 7 days, provided that the condition, type, size, or quantity of the product is in the same condition as when it was dispatched to you. We will refund to you the same amount that you were charged for that product.

All damages, shortages, quality concerns must be reported to us within 2 days of receipt of the order. A full refund for damaged or faulty items will be made provided that such damage was not as a result of the Customers actions. A refund will be made for any stock shortages.

Termination:

Without prejudice to any other rights or remedies in law, we reserve the right to cancel forthwith any use of our services and/or your registration in the event of your breach any of the Boxer Bulk Online Terms and Conditions

Delivery:

Bulk Online order deliveries are Free within a 50km Radius subject to the below terms and conditions.

- Customer's site inspection – An inspection of the customer's site needs to be conducted by Boxer to ensure the customer has the necessary equipment to offload as well as to establish if a truck can be accommodated at the customer site
- Picture of street leading to delivery site
- Pictures of delivery site receiving area
- Assessment of 14 ton truck fit and turn circumference / ease of access
- General safety of the area for delivery / risk assessment
- Network connectivity for ePOD processing
- Tar road to access customer premises
- Paved /tarred receiving area and receiving ramp
- Forklift & Pallet jack availability
- CHEP Pallets to exchange or Chep pallet account or option of Brown pallets delivery to be ascertained upfront and billed accordingly to Customer
- A minimum of 14 pallets will be required to take advantage of the free delivery, only 14 pallet and 32 pallet orders will be legible.
- Deliveries within a 50km radius will be free any deliveries outside this range will attract a fee.
- The delivery will be a single direct delivery from a Boxer DC to a customer site no multiple drops
- Customer must also be present at the time of dispatch to ensure that she/he signs for receipt of the order and warrants the condition in which same was received.

Complaints:

If you have a complaints or compliments regarding the goods or services provided by the Boxer Bulk Online platform, please contact us via our website <https://www.boxer.co.za/contact-boxer> or call our Customer Care line on 0860 BOXER (0860 026937).

Special feature Adverts

Promotions with feature lines on special pricing are subject to qualifying criteria. In order for customers to take advantage of these special promotions, they need to purchase a mix of products outside the special feature advert to the same or higher rand value of feature lines in their basket.