

Bulk Online Terms and Conditions

Introduction

Bulk Online can be accessed at via our website www.boxer.co.za and is owned and operated by Boxer.

Bulk Online terms and conditions referred to as T&C's govern the registration, ordering, payment, and final execution of an order and upliftment of goods from your nearest store allocated. These T&C's are binding and enforceable against every person that accesses or uses this service. By using this service and by clicking on the send button on the Platform, you acknowledge that you have read and agreed to the T&C's.

Your attention is drawn to these T&C's because they are important and should be carefully noted. If there is anything in the T&C's that you do not understand, it is your responsibility to send an email to (tradersadmin@boxer.co.za) for clarification before you accept the terms and conditions or continue using the website.

Registration

Only registered customers are allowed to order goods on Bulk Online. To get started you will be required to register onto the Bulk Online. It is your responsibility to ensure that the details provided by you on registration, or at any given time, are correct and complete. Boxer will validate this registration and provide acceptance/rejection based on the criteria of an email address, contact no, default store being a mandatory field in order to successfully register. The Maximum Turnaround time for validation of details or changes in existing information is 24 hours.

You must inform us immediately of any changes to the information that you provided when registering by updating your personal details on Bulk Online that can be accessed via our website. (www.boxer.co.za)

Contact us

You can create and submit any questions, concerns or general comments with regards to orders placed or about any other query you have about the Bulk Online, we will happily consider general suggestions/comments or question any functionality available on the Bulk Online via (tradersadmin@boxer.co.za). Please note these messages will be transmitted to Boxer to view and provide the necessary feedback to you as soon as possible.

Password & Security

Once the Registration is processed, you will receive your login credentials via sms/email upon your first login, you are required to change your default password received to a customer specific password to ensure privacy of your credentials (1 upper case, 1 numeric, a minimum of 7 characters required)

If you are attempting to log into the Bulk Online and may have forgotten your credentials required to log on.

- A reset/retrieve solution will be available to enable you to reset/retrieve their credentials

You must keep this password confidential and must not disclose it 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 you should notify us immediately by contacting our Bulk Online Customer Care (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 our Bulk Online Platform, we may require you to change your password or we 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. You accept that this allocation is made automatically and should you require a change in region/store after adding items to their basket, you will be required to remove all items before changing to another region/store.

Building of Basket

You can select items and quantities from the catalogue for your Basket. The minimum value of your order is R3000.00. Once you confirm your basket, you will be prompted to select your store for collection. Your order will be processed and confirmed from a central point (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.

We will issue you with a system generated order number to assist in the following up of an order at any time using the following email address (tradersadmin@boxer.co.za)

Once the basket has been prepared in store you will be notified the date on which you will be to collect your basket and facilitate the payment of the order.

Boxer will not be held liable or responsible for any impacts related to the amendments, particularly with respect to stock availability or store selection and pricing.

Payment Options

1. In Store Payment, if you decide to utilize this option this will be facilitated at point of sale.
2. EFT Payment
 - a) If you decide to utilize this option you will be required to submit proof of payment and this must be sent to the Boxer (tradersadmin@boxer.co.za)
 - b) Note if EFT Option is selected Boxer requires 72 hours to validate this payment prior to processing your order to store for picking and collection.

Turnaround time for Order Execution:

Please note there is standard 72 Hours turnaround time that is required to validate process and execute your order, if this is a payment instore option and is subject to stock availability. If an EFT Payment type is selected, kindly note a further 72 Hours is required in order to validate payment reflection into the Boxer Bank account.

Product information and images

Images are provided to help you recognize products. Due to certain imagery quality these may not always reflect exactly the item or pack you receive. Please note that these images should not be used to determine size or volume - please refer to the product information contained in the description and any other additional information as is made available on Bulk Online..

Boxer will endeavour to make as much product related information available as possible.

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 anybody 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 the order will be cancelled off system.

Please note you will not be able to add or remove items to and from your order at the store. If you require adding or removing an item this will be managed by the Bulk Online Team only.

Stock Availability

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

Substitution

Whilst we make every effort to ensure that our stock availability on Bulk Online is as accurate as possible, from time to time we are unable to locate stock of a product that has been requested. In that situation our Bulk Online Team will contact you and offer you to receive a substituted product, we will first fulfil as much of the originally requested product as is available, before providing the balance with your chosen substitute. 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 are responsible to provide us with special instructions.

Our Bulk Online Team may use their discretion to choose an appropriate substitute on your behalf; we will first contact you and check if you are satisfied with the suitability of the substitute that is selected. We will endeavour 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 the price of the substitute.

Risk and Ownership

For the avoidance of doubt, the ownership and risk associated with your goods will be held by Boxer up until the point of collection at your nominated store.

Please note that Boxer cannot be held responsible for orders placed incorrectly on Bulk Online. 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 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 Bulk Online Team to process the amendment and any refund that might be due to you.

Cancellation of orders prior to collection

Should the order need to be cancelled, this must be communicated through to the Bulk Online Team for the respective order to be actioned.

Pricing Policy

Please note applicable pricing will be managed from a Boxer central point and then transported to Bulk Online to be made available for you to utilize in build your order. Price negotiations will not be actioned at store level, all negotiations will only occur between the Boxer Admin and you directly prior to commencement to store.

Please note that all prices on our Websites are guide prices only - there are a variety of reasons for this, some of which our outlined below. All prices are expressed inclusive of any VAT payable unless otherwise stated or displayed. The final price charged will be reflected on your invoice for payment for the store that is nominated for collection of your order.

Discounts

Percentage discounts will be provided within the BULK Online Parameters but will be dependent on the volume of buy and type of product, note this is also subject to stock availability.

Returns

You have the right to return any product back to the store you purchased it from provided the condition, type, size, or quantity of the product is in the condition dispatched to you and we will refund the same amount that you have been charged for that product.

Complaints

If you have a complaint about the goods or services provided by us, please get in touch with us via our website <https://www.boxer.co.za/contact-boxer> or you can contact our Customer Care line on 0860 BOXER (0860 026937).