

1. Detailed description of goods and/or services

Sparkle Cosmetics is a business in the beauty industry that imports and distributes nail and beauty products and provides specialised nail education.

2. Delivery policy

All orders are dispatched from our warehouse in Johannesburg. Orders received online before 12h00 Monday to Friday, will be dispatched, if items are in stock, from our warehouse, via courier, before COB that same day. Delivery will be affected within 2-3 working days to Major Centres, please add an additional day for Regional Centres. If Sparkle is unable to meet the estimated delivery date, we shall not be liable for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.

Upon confirmation of a successful order, customers will be provided a unique courier tracking number for their consignment. This tracking number can be used to track your consignment online via www.internetexpress.co.za or telephonically via our courier partners' customer services department on 011 973 3566.

In order to avoid unnecessary delays and to ensure timeous delivery we kindly request that customers provide Sparkle and its delivery partner with an accurate and comprehensive daytime delivery address. It is the customer's responsibility to ensure that there is someone at the delivery address during office hours, to receive their order. Please include a company name, if the delivery is to a business premises, as well as a valid contact number for the receiver. Deliveries cannot be made to Post Office Box addresses.

3. Export restriction (Optional)

The offering on this website is available to South African clients only.

4. Return and Refunds policy

Return requests will be approved at the discretion of Sparkle.

In the unlikely event of an order needing to be returned, please contact Sparkle Head Office on 011 447 0659 or online@sparklesa.co.za. Requests for returns must be logged within 7 working days of receipt of your order. Please state your order number, the details of the item/s in question, and an explanation of why you would like to return the item/s. A photograph of the item/s you wish to return may be requested.

For an item to be viable for return it must:

- be in a re-sellable condition.
- be in its original packaging, undamaged with labels attached.

In the event of item/s being returned due to no error on Sparkle's side, a collection & replacement charge might be levied. The Sparkle customer service team will use their discretion to evaluate whether these fees may be waived.

Courier charges are not refundable, unless an order has arrived damaged, faulty, incorrect or missing. The Sparkle customer service team will use their discretion to evaluate whether a refund for shipping and handling may be waived.

A direct return to our warehouse is prohibited. Once a request for a return has been logged and approved by Sparkle, our courier partner will contact you to arrange a collection date

and time with you. Please note that a collection usually takes up to 2-3 working days. Risk transfer for returns lies with customer until received by Sparkle.

Packaging Returns:

- A separate box must be used to ship product back with the product box inside. The product box cannot be used as packaging for shipping.
- Any returns without the product box or with a damaged product box will be returned to sender without refund.
- Please ensure that you include the original order invoice.

The following items are not returnable UNLESS RECEIVED IN THIS CONDITION:

- Used or worn product
- Product with damaged packaging
- Nail buffers / Nail files / Drill bits
- Partially or entirely disassembled product

Once the returned item is deemed returnable we will send you a coupon to the same value of the item purchased to use on our site, or a replacement of the damaged item, or if you request a refund (made via the same method used for purchase).

5. Customer Privacy policy

Sparkle Cosmetics SA (Pty) Ltd. shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Sparkle Cosmetics SA (Pty) Ltd. bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for Sparkle Cosmetics SA (Pty) Ltd. via PayGate (Pty) Ltd. who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored by Sparkle Cosmetics SA (Pty) Ltd. separately from card details which are entered by the client on DPO PayGate's secure site.

For more detail on DPO PayGate refer to www.paygate.co.za.

9. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

10. Responsibility

Sparkle Cosmetics SA (Pty) Ltd. takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country of domicile

This website is governed by the laws of South Africa and Sparkle Cosmetics SA (Pty) Ltd. chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 32 North Street Melrose Johannesburg 2196 South Africa.

12. Variation

Sparkle Cosmetics SA (Pty) Ltd. may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information

This website is run by Sparkle Cosmetics SA (Pty) Ltd. based in South Africa trading as Sparkle Cosmetics and with registration number 2020/038096/07 and I. Chasan, J. Chasan, N. Hoffmann, D. Kayle and R. Pfaff.

14. Sparkle Cosmetics contact details

Company Physical Address: 32 North Street Melrose Johannesburg 2196 South Africa

Email: info@sparklesa.co.za

Telephone: +27 11 447 0659