

TERMS & CONDITIONS

General Terms and Conditions

- Please read the terms and conditions detailed below carefully, before ordering from Storage Direct. By ordering any products from Storage Direct and from this website you agree to be bound by these terms and conditions.

The following terms and conditions apply to customers within South Africa

Confirmed Orders

- Payment must be received before any products and goods will be issued for delivery
- Storage Direct uses the latest and most secure technology and software for all its transactions with its customers
- We will not be responsible if there are any losses incurred by customers whose credit card is fraudulently used on our website or elsewhere.

Ordering Process

- Once the order has been placed online, and payment has been successful, the order will be approved by Storage Direct within 48 hours, before the delivery process for any goods and products can commence.
- There may be instances that we are unable to deliver due to distance, size of the delivery or very remote farming and mining areas in which case we will contact you to discuss further.

Delivery Charges

- These are provided to you at the time of the purchase being finalised.
- Two delivery options exist i.e. delivery from Storage Direct to you OR you collect from Storage Direct warehouse.

Product Availability

- Storage Direct will endeavour to ensure that all products being sold on their website are available and can be supplied to you in the specified delivery timeframes. However, we cannot be responsible in instances when stock is not available from our vendors. In these instances, we will communicate with you directly the various options, including offering you a full cash refund if so required.

Cancelling of Orders

- Once an order has been placed and paid for, it cannot be cancelled.
- If an order has been added to a shopping cart and not yet paid for, it means that the order has not yet been finalised, and the order may be cancelled by removing items from the shopping cart.

Errors in content and pricing

- Storage Direct has ensured to the best of their ability, that the content including product descriptions, specifications and prices are accurate. However, we cannot guarantee that all product descriptions and specifications are 100% accurate as we received this information from our vendors.
- All our products have a product description as well as an image. The images are for illustration purposes only and may vary slightly from the items in some instances. We will always try to ensure that the correct image is displayed for each product.
- In addition, we cannot guarantee stock availability
- We also cannot guarantee pricing. If you have purchased an item that is no longer in stock, or the price has changed, we will offer you a 100% cash refund.
- The cost of the product and delivery charges are provided at the time when the order is processed on the website. Every attempt is made to ensure that the correct pricing has been provided, however we reserve the right to alter any information or prices at any time without prior notice.
- As indicated, should the price of the product change after you have purchased and paid for the product, we will offer you the option of a full cash refund.

Links to Third Party Websites

- The Storage Direct website may include links to third party websites that are controlled and maintained by others. Any link to other websites is not an endorsement of such websites. We are not responsible for the content or availability of any such sites.

Data Privacy

Please see our Privacy terms and conditions

Copyright

- All copyright, trademarks and all other intellectual property rights in the Storage Direct website and its content (including without limitation the website design, text, graphics and all software and source codes connected with the website) are owned by or licensed to Storage Direct or otherwise used by Storage Direct as permitted by law.
- In accessing the Storage Direct website you agree that you will access the content solely for viewing and purchasing requirements.

- None of the content may be downloaded, copied, modified, reproduced, transmitted, stored, sold or distributed without the prior written consent of Storage Direct.

Changes to Terms and Conditions

- We reserve the right to review and update our terms and conditions, at any stage

Warranties Terms and Conditions

Standard warrantee period

- All products carry a six-month warrantee, unless otherwise stated
- All exception warrantee conditions are detailed at the time of purchase i.e. some products may carry longer warrantee periods, and we will state these at the time of purchase.
- Warranty coverage commences from the date of delivery

Warranty conditions

- All guidelines, recommendations and servicing requirements must be adhered to, in goods, where user manual have been provided.
- There must be no changes or modifications to the product.
- Exclusions-The following are excluded and not covered under any warrantees:
- Wear and tear of the product or goods
- Damage occurring, when user manual guidelines were not adhered to.
- Damage due to the misuse of the product/goods
- Damage due to fire, water or wind elements
- Products that have been modified
- Repaired products, and specifically not repaired by Storage Direct vendors.

Process

- Please contact (telephone or email) Storage Direct immediately to report any defects.
- Include pictures and as much detail as possible
- Storage Direct will contact the vendor, who will be in contact with you to discuss further.
- Items will either be repaired or replaced
- All related delivery charges will be for the account of the customer