



Grape Expectations – Policies

2026

1. Terms and Conditions of Sale and Use

Welcome to Grape Expectations ([<https://grapeexpectations.co.za>] (<https://grapeexpectations.co.za>)). These Terms and Conditions govern your use of our website and the purchase of any products from us. By accessing our site and placing an order, you agree to be bound by these terms.

1.1 Legal Age Restriction (Alcohol Sales)

Minimum Age: In accordance with the National Liquor Act 59 of 2003, it is an offence to sell alcohol to anyone under the age of 18.

Verification: By using this website and placing an order, you confirm that you are at least 18 years of age. We reserve the right to request proof of age upon delivery, and our couriers may refuse to hand over goods if valid identification cannot be provided.

1.2 Personalized and Custom Orders

Approval: For products requiring custom engraving, personalized labels, or bespoke packaging, you are responsible for ensuring that all spelling, dates, and uploaded imagery are correct.

Production: Production times for personalized items begin only once full payment has been received and design proofs have been approved by you in writing/email.

1.3 Pricing and Availability

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





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While we strive for accuracy, stock availability and vintage years of wines may change without notice. If a specific vintage is out of stock, we will contact you to offer a suitable alternative or a full refund.

1.4 Limitation of Liability

Grape Expectations shall not be held liable for any damages, losses, or liabilities arising from the use of this website or the consumption of products purchased, save for instances governed by the Consumer Protection Act.

2. Privacy Policy (POPIA Compliant)

Grape Expectations is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information in accordance with the Protection of Personal Information Act, No. 4 of 2013 (POPIA).

2.1 Information We Collect

We collect personal information necessary to process your orders and enhance your shopping experience, including:

Identity Data: Full name, date of birth (to verify legal drinking age).

Contact Data: Delivery address, billing address, email address, and telephone number.

Financial Data: Payment details processed securely via our third-party payment gateways (we do not store your credit card details on our servers).





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2.2 How We Use Your Personal Information

We process your information to:

Fulfill and deliver your orders.

Communicate updates regarding your order or response to queries.

Send marketing communications (newsletters), provided you have given explicit consent to opt-in. You may opt-out at any time.

2.3 Sharing with Third Parties

We only share your information with essential third-party service providers required to operate our business, including:

Logistics and courier partners for delivery.

Secure payment gateways for processing transactions.

IT and hosting providers.

We ensure all third-party operators comply with strict POPIA data privacy standards.

2.4 Your Rights under POPIA

You have the right to request access to the personal information we hold about you, request corrections to inaccurate data, or object to the processing of your information. For any privacy queries, please contact us at [Insert Email, e.g., info@grapeexpectations.co.za].





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3. Refund, Return, and Cancellation Policy

We want you to love your purchase. Because we deal with perishable goods (wine) and customized products, our refund and return policy operates as follows in accordance with the South African Consumer Protection Act (CPA).

3.1 Damaged, Defective, or Incorrect Deliveries

Inspection: Please inspect your delivery immediately upon receipt. If you receive broken bottles, spoiled wine, or the incorrect items, please contact us at [Insert Email] within 48 hours of delivery.

Resolution: We will arrange for our courier to collect the damaged or incorrect items at our expense and will offer you a choice of a full refund, store credit, or a replacement delivery.

3.2 Personalized and Custom Items

Exclusion: In terms of Section 42(2) of the Electronic Communications and Transactions Act (ECTA), the standard 7-day "cooling-off" period does not apply to goods made to the consumer's specifications or clearly personalized.

Policy: We cannot accept returns, cancellations, or issue refunds on items with custom engraving, personalized labels, or custom packaging unless there is a clear manufacturing defect or damage occurred during transit.





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3.3 Non-Personalized Items (Standard Stock)

Cooling-Off Period: For standard, non-customized stock, you have the right to return unopened, resellable items within 7 days of receipt.

Condition: The wine bottles must be unopened, with seals intact, and in their original packaging.

Costs: Return shipping costs for standard "change-of-mind" returns are the responsibility of the customer. Once inspected and approved, a refund will be processed minus any original shipping fees.

3.4 Refunds Process

Approved refunds will be processed back to the original method of payment within 5 to 10 working days, depending on your banking institution.

