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1. RETURN & REFUND POLICY FOR DICATO 72 BOARD GAME



Our Guarantee:

We want you to love your game! If there's an issue, here's how we handle returns:

1. Accepted Returns (Within 14 Days of Delivery):



Damaged/Defective Items:

- If the game arrives with missing pieces, torn packaging, or manufacturing flaws, we'll cover:
 - **Free replacement** (if stock is available) **OR**
 - **Full refund** (including return shipping costs).



Wrong Item Shipped:

- If you receive an incorrect product, we'll arrange a courier pickup for return and send the correct game ASAP.

2. Non-Returnable Items:



Change of Mind:

- Opened and undamaged games cannot be returned (to prevent resale of used copies).
- Exception: Unopened, seal-intact games may be returned at the **customer's shipping cost** (refund issued after inspection).

3. Return Process:

1. **Email Us** at sales@dicato72.co.za within 14 days with:
 - Order number + photos of the issue (e.g., damaged parts).
2. **Approval:** We'll respond within 48 hours with return instructions.
3. **Refund/Replacement:** Processed within 5 business days after receiving the returned item.

4. Shipping Costs:

- **Our fault (damaged/wrong item):** We pay return shipping.
- **Customer's request (unopened returns):** Customer pays return shipping.

2. SHIPPING POLICY FOR DICATO 72 ONLINE STORE

1. Shipping Areas

We currently ship Dicato 72 board games within South Africa only. International shipping is not available at this time.

2. Processing Time

All orders are processed within 1-2 business days (Monday-Friday, excluding public holidays) after payment verification. Orders placed after 2pm or on weekends will be processed the next business day.

3. Shipping Methods and Costs

We offer the following shipping options:

- Standard Shipping: R60 via Courier Guy/Paxi (5-7 business days delivery)
- Express Shipping: R100 (2 business days delivery)
- Free Shipping: Available on orders over R800
- Local Pickup: Free collection in Pretoria/Weavind Park (by appointment only)

4. Delivery Timeframes

Delivery times are estimates and may vary depending on:

- Courier service schedules
- Public holidays
- Remote locations
- Unforeseen circumstances (weather, strikes, etc.)

5. Order Tracking

All shipped orders include tracking numbers which will be emailed to you once your order is dispatched. You can track your package using the courier's website.

6. Shipping Address

Please ensure your shipping address is complete and accurate. We are not responsible for orders shipped to incorrect addresses provided by the customer.

7. Undeliverable Packages

If a package is returned to us due to:

- Incorrect address
- Failed delivery attempts
- Refusal of delivery
The customer will be responsible for additional shipping fees to resend the package.

8. Damaged/Lost Shipments

If your order arrives damaged or is lost in transit:

- Contact us within 48 hours of delivery (or expected delivery date)
- Provide photos of damaged packaging/contents

- We will replace the item or issue a refund

9. Local Pickup Option

Available at our Pretoria location:

- Address: 96 Wilson Street, Weavind Park, 0184
- Hours: 8:00 – 17:00
- Contact us to arrange pickup time
- Bring your order confirmation and ID

10. Contact Information

For shipping inquiries:

Email: support@dicato72.co.za

Phone: 0648179875

Response time: Within 24 business hours

Privacy Policy for Dicato 72 Online Store

1. Information We Collect

We collect the following personal information:

- Contact details (name, email, phone number)
- Shipping/billing address
- Payment information (processed securely via Payment gateway)
- Order history
- Device and browser information
- Website usage data through cookies

2. How We Use Your Information

Your data is used to:

- Process and fulfill your orders
- Communicate about your order status
- Provide customer support
- Improve our products and services
- Prevent fraud and ensure security
- Comply with legal obligations

3. Data Protection Measures

We implement security measures including:

- SSL encryption for all data transfers
- Secure payment processing (we don't store credit card details)
- Restricted access to personal information

- Regular security assessments

4. Data Retention

We retain your personal information:

- For active customers: Until account deletion request
- For order records: 5 years for tax/compliance purposes
- Marketing preferences: Until you unsubscribe

5. Your Rights

Under POPIA (Protection of Personal Information Act), you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to processing of your data
- Request restriction of processing
- Data portability (where applicable)

6. Third-Party Sharing

We may share information with:

- Payment processors (Payment gateway)
- Shipping carriers
- Service providers (only as necessary for order fulfillment)
- Legal authorities when required by law

7. Cookies and Tracking

Our website uses:

- Essential cookies (for basic functionality)
- Analytics cookies (to improve user experience)
- You can manage cookie preferences in your browser

8. Marketing Communications

- We will only send marketing emails with your consent
- Every email includes an unsubscribe option
- You can manage preferences in your account

9. Children's Privacy

We do not knowingly collect data from children under 18 without parental consent.

10. Policy Updates

We may update this policy periodically. Significant changes will be notified via email or website notice.

11. Contact Information

For privacy concerns:

Email: support@dicato72.co.za

Phone: 0648179875

Postal Address: 96 Wilson Street, Weavind Park, 0184

12. Complaints

If you have complaints about our data practices, you may contact the Information Regulator (South Africa).

Effective Date: 12/06/2025

Last Updated: 03/07/2025

3. TERMS AND CONDITIONS FOR DICATO 72 ONLINE STORE

1. Acceptance of Terms

By accessing and using this website (<https://dicato72.co.za>) and purchasing Dicato 72 boardgame, you agree to be bound by these Terms and Conditions. If you disagree with any part, you must not use our website or purchase our products.

2. Product Information

2.1 All product descriptions, images, and specifications are provided in good faith but may vary slightly from actual products.

2.2 Prices are in South African Rand (ZAR) and inclusive of VAT unless stated otherwise.

2.3 We reserve the right to modify prices and product offerings without prior notice.

3. Orders and Payment

3.1 All orders are subject to product availability.

3.2 We accept the following payment methods:

- Credit/debit cards (via Payment gateway)
- EFT/bank transfers
- Other approved payment methods as listed on our website

3.3 Your order is only confirmed once payment is received and verified.

4. Shipping and Delivery

4.1 Shipping costs and options are as per our Shipping Policy.

4.2 Estimated delivery times are not guaranteed.

4.3 Risk of loss passes to you upon delivery to the shipping address.

5. Returns and Refunds

5.1 Our Return and Refund Policy (as published on our website) forms part of these Terms.

5.2 We only accept returns for defective products or incorrect shipments.

5.3 Refunds will be processed to the original payment method within 5-10 business days.

6. Intellectual Property

6.1 All content on this website (including game design, text, graphics, logos) is our property or licensed to us.

6.2 Dicato 72 is a trademark owned by us.

6.3 You may not reproduce, distribute, or create derivative works without our written permission.

7. User Conduct

7.1 You agree not to:

- Use our website for any unlawful purpose
- Attempt to gain unauthorized access to our systems
- Interfere with the website's functionality

7.2 We may terminate your access for violating these terms.

8. Limitation of Liability

8.1 We are not liable for:

- Indirect, incidental, or consequential damages

- Errors or omissions in product information
 - Events beyond our reasonable control
- 8.2 Our maximum liability is limited to the purchase price of the product.

9. Governing Law

9.1 These Terms are governed by South African law.

9.2 Any disputes will be subject to the exclusive jurisdiction of South African courts.

10. Website Use

10.1 We reserve the right to:

- Modify or discontinue the website
- Limit quantities of products sold
- Refuse service to anyone at our discretion

10.2 The website is provided "as is" without warranties of any kind.

11. Account Registration

11.1 You must provide accurate information when creating an account.

11.2 You are responsible for maintaining account confidentiality.

11.3 We may suspend or terminate accounts at our discretion.

12. Force Majeure

We are not liable for failure to perform due to circumstances beyond our control including but not limited to:

- Natural disasters
- Government actions
- Internet/utility failures
- Supplier issues

13. Changes to Terms

13.1 We may modify these Terms at any time.

13.2 Continued use after changes constitutes acceptance.

13.3 Material changes will be notified via email or website notice.

14. Severability

If any provision is found invalid or unenforceable, the remaining provisions remain in full effect.

15. Entire Agreement

These Terms constitute the entire agreement between you and us regarding Dicato 72 purchases.

16. Contact Information

For questions about these Terms:

Email: support@dicato72.co.za

Phone: 0648179875

Address: 96 Wilson Street, Weavind Park, 0184

Effective Date: 12/06/2025

Last Updated: 03/07/2025