

WEBSITE TERMS & CONDITIONS

Body and Soul Active Lifestyle (Pty) Ltd.

Website: www.bodyandsoul.co.za

Email: info@bodyandsoul.co.za

Last Updated: 25 August 2026

These Terms & Conditions govern your use of the Body and Soul Active Lifestyle website and your purchase of products through www.bodyandsoul.co.za.

By accessing or using our website, creating an account, placing an order or purchasing products from us, you agree to be bound by these Terms & Conditions.

If you do not agree with these Terms & Conditions, please do not use our website or place an order.

1. ABOUT US

The website is operated by:

Body and Soul Active Lifestyle (Pty) Ltd.

Website: www.bodyandsoul.co.za

Email: info@bodyandsoul.co.za

Where required by applicable law, additional company and contact information will be made available on the website.

2. USE OF OUR WEBSITE

You agree to use this website lawfully and responsibly.

You may not:

- Use the website for unlawful or fraudulent purposes;
- Attempt to gain unauthorised access to our website, systems or accounts;
- Interfere with the security or operation of the website;
- Introduce malicious software or code;
- Copy, reproduce or commercially exploit our website content without permission; or
- Use our website in a manner that could damage, disable or impair the website or interfere with another person's use of it.

3. PRODUCT INFORMATION

We make reasonable efforts to ensure that product descriptions, images, prices, availability and other information displayed on our website are accurate and up to date.

However, colours and product appearances may vary depending on your device or screen.

Product information should always be read together with the product packaging and instructions supplied with the product.

Nothing on our website should be interpreted as a guarantee that a particular product will produce a specific result.

4. ORDERS

When you place an order through our website, you are making an offer to purchase the selected products.

An order confirmation will normally be sent to you electronically after your order has been received.

An order is subject to product availability and successful payment.

We reserve the right to contact you if there is an issue with your order, including an incorrect price, stock discrepancy, payment issue or delivery problem.

Where an order cannot reasonably be fulfilled, we will notify you and, where appropriate, provide an applicable remedy in accordance with South African consumer-protection law.

5. PRICES

All prices displayed on our website are in South African Rand (ZAR), unless otherwise stated.

We take reasonable care to ensure that pricing information is accurate.

Prices, promotions and product availability may change from time to time. Any change will not affect an order that has already been accepted and paid for, except where applicable law permits otherwise.

Applicable delivery charges will be displayed during the purchasing process or otherwise communicated before the transaction is concluded.

6. PAYMENT

Payment must be completed using the payment methods made available on our website.

We do not intentionally store complete payment-card details where payment is processed through an external payment provider.

Payment processing may be subject to the terms, conditions and privacy policies of the relevant payment provider.

7. DELIVERY

Orders are delivered using **The Courier Guy**, unless another delivery method is expressly communicated to you.

Delivery timeframes may vary depending on your delivery address, product availability, courier operations and circumstances outside our reasonable control.

For detailed information about delivery, please refer to our **Shipping & Delivery Policy**.

8. RETURNS, REFUNDS AND EXCHANGES

Our returns and refund procedures are set out in our **Refund & Returns Policy**.

Nothing in that policy or these Terms & Conditions limits any mandatory consumer rights available under applicable South African law.

9. CONSUMER RIGHTS

Body and Soul Active Lifestyle is committed to complying with applicable South African consumer-protection legislation, including the **Consumer Protection Act 68 of 2008** and applicable electronic-commerce requirements.

The Consumer Protection Act prohibits unfair, unreasonable or unjust terms and conditions and protects consumers against certain unfair business practices.

Nothing in these Terms & Conditions is intended to waive or exclude a consumer right that cannot lawfully be waived or excluded.

10. PROMOTIONS AND DISCOUNT CODES

Promotional offers, discount codes and special offers may be subject to additional terms.

Unless expressly stated otherwise:

- Promotional offers are available for a limited period;
- Discount codes cannot be exchanged for cash;
- Only one promotional code may be used per transaction;
- Promotional codes may not be combined with other promotions; and
- We reserve the right to withdraw or amend a promotion where permitted by law.

Specific promotional terms displayed with an offer will take precedence over these general provisions in relation to that promotion.

11. INTELLECTUAL PROPERTY

All content appearing on www.bodyandsoul.co.za, including but not limited to:

- Logos;
- Brand names;
- Product names;
- Photographs;
- Graphics;

- Written content;
- Videos;
- Designs;
- Marketing material; and
- Website layout

is owned by or licensed to Body and Soul Active Lifestyle, unless otherwise stated.

You may not reproduce, modify, distribute, publish, sell or commercially exploit our intellectual property without our prior written permission.

12. USER-GENERATED CONTENT AND REVIEWS

If you submit a review, testimonial, photograph, comment or other content to us, you confirm that you have the right to provide that content and that it does not unlawfully infringe another person's rights.

By submitting content to us for publication, you grant Body and Soul Active Lifestyle permission to use, reproduce and display that content for legitimate business and marketing purposes, subject to applicable law.

We reserve the right to remove content that is unlawful, offensive, misleading, defamatory, fraudulent or otherwise inappropriate.

13. WEBSITE AVAILABILITY

We endeavour to keep our website available and functioning correctly but do not guarantee that the website will always be available, uninterrupted or error-free.

Website availability may be affected by maintenance, technical problems, telecommunications failures, cyber incidents or circumstances outside our reasonable control.

14. THIRD-PARTY SERVICES

Our website may contain links to or integrations with third-party services, including payment providers, courier services, social-media platforms and other service providers.

We are not responsible for the content, availability, security or privacy practices of third-party websites or services.

Your use of third-party services may be subject to their own terms and conditions.

15. LIMITATION OF LIABILITY

Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful.

Subject to applicable law, Body and Soul Active Lifestyle will not be responsible for losses arising from circumstances outside our reasonable control, including third-party service interruptions,

courier delays, telecommunications failures or unauthorised access caused by circumstances beyond our reasonable control.

Nothing in this clause limits your statutory rights as a consumer.

16. PRIVACY

Your personal information is handled in accordance with our **Privacy Policy**.

By using our website and placing an order, you acknowledge that your personal information may be processed for purposes necessary to provide our products and services, subject to applicable privacy law.

17. HEALTH AND PRODUCT INFORMATION

Our products may include wellness, nutritional, fitness or weight-management products.

Information provided on our website is intended for general informational purposes and does not constitute medical advice, diagnosis or treatment.

Please refer to our **Health & Product Disclaimer** before using our products.

18. CHANGES TO THESE TERMS

We may update these Terms & Conditions from time to time.

The updated version will be published on our website.

Changes will not affect rights that have already accrued or transactions already concluded, except where permitted by applicable law.

19. GOVERNING LAW

These Terms & Conditions are governed by the laws of the **Republic of South Africa**.

Nothing in this clause prevents a consumer from exercising rights or remedies available under applicable South African law.

20. CONTACT US

For questions regarding these Terms & Conditions, please contact:

Body and Soul Active Lifestyle (Pty) Ltd.

Email: info@bodyandsoul.co.za

Website: www.bodyandsoul.co.za