

## COMPLAINTS AND GENERAL

1. If you have any query or complaint regarding our Services, you can contact the B2B Helpdesk @ +27 21 980 4840 / 8797 during office hours (08:00 – 17:00) or

[b2bhelpline@shoprite.co.za](mailto:b2bhelpline@shoprite.co.za)

2. If you want to lodge a formal complaint, kindly please provide the following information to us in writing:

- (a) Your full name(s), physical address, telephone number and email address;
- (b) The details of the documents pertaining to the transaction;
- (c) The details of the problem you have experienced;
- (d) The actions you would like us to take to remedy the problem;
- (e) A statement confirming that you are making the complaint in good faith;
- (f) A statement confirming that the information you are providing to us is, to the best of your knowledge, true and correct;

Please include your signature in your complaint.

3. Use of our Services are subject to the laws of the Republic of South Africa. You further

consent to the jurisdiction of any South African Magistrate's Court which has jurisdiction in

respect of your person and which is able to adjudicate any dispute arising from or in connection with these terms of use, regardless of whether the amount in dispute exceeds

such court's jurisdiction.

4. You agree to accept service of any legal process at the addresses you provide to us.

5. The entire Agreement between you and us concerning your use of Services and any related

products and services acquired is made up of –

- (a) These terms of use;
- (b) Any terms and / or policies incorporated by reference in this document;
- (c) The terms stated on or in relation to any particular Service;
- (d) Any terms implied herein by applicable law.

These terms of use will override any contrary terms or conditions which may be incorporated

by you in your communications with us. Any such conflicting terms or conditions will not form

part of the Agreement concluded between us.

6. Should a part of this Agreement be held to be unenforceable or invalid by any competent

authority, the unenforceable part will be interpreted according to applicable law as closely as

possible to reflect our original intentions. The remaining provisions of our Agreement will

continue to remain in force and will be given effect to the fullest extent permitted by the law.

7. You may not subcontract, cede, delegate, transfer or assign any of your rights, obligations or duties under our Agreement to any other person without our prior written consent.

8. We may cede, delegate, transfer and assign our rights, obligations and duties under this Agreement to any other person.

9. Our failure to enforce any provision of this Agreement strictly will not be interpreted as a waiver of any provision or right we may have.

10. Should we fail to carry out any of our duties in terms of our Agreement with you, such failure will be excused if and to the extent that such failure is due to circumstances beyond our control.