

Payment, Return, Refunds and Shipping Conditions.

1. Detailed description of goods and/or services.

Lush Cabanas Wellness Spa & Lush Beauty is a business in the Spa, Beauty & Wellness industry that sells Beauty & Wellness products and offer Spa & Wellness Services.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 working days and 14 working days for Pre-orders .Delivery will be confirmed by tracking number. All our products are packed in bubble wrap and as best as possible to prevent spillage/damage. If you product is spilt or damaged in transit, your travel/transit insurance should be applicable at your own discretion.

3. Export restriction (Optional)

The offering on this website is available to South African clients only for now.

4. Return and Refunds policy.

The provision of goods and services by Lush Cabanas Wellness Spa & Lush Beauty is subject to availability. In cases of discontinued products or services, Lush Cabanas Wellness Spa & Lush Beauty will refund the client in full within 30 days.

We are unable to exchange, refund or credit an order. Once an order is placed and processed through the system it cannot be cancelled and refunded due to a change in mind, as bank fees are due and the order is packed and processed and emails are sent etc. this all takes time and costs money. All orders are presumed final.

5. Customer Privacy policy

Lush Cabanas Wellness Spa & Lush Beauty shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569 .

6. Payment options accepted

Payment may be made via Visa and MasterCard.

7. Card acquiring and security

Card transactions will be acquired for Lush Cabanas Wellness Spa & Lush Beauty Yoco account, who are the approved payment gateway for all South African Acquiring Banks. Yoco uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.yoco.co.za to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored by Lush Cabanas Wellness Spa & Lush Beauty separately from card details which are entered by the client on Yoco secure site. For more detail on Yoco refer to www.yoco.co.za.

9. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

10. Responsibility

Lush Cabanas Wellness Spa & Lush Beauty takes responsibility for all aspects relating to the transaction including sale of products and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country of trade

This website is governed by the laws of South Africa and Lush Cabanas Wellness Spa & Lush Beauty chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature

12. Variation

Lush Cabanas Wellness Spa & Lush Beauty may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information

This website is run by Lush Cabanas Wellness Spa & Lush Beauty based in South Africa trading as Lush Cabanas and with registration number 2019/527285/07.

14. Contact Details

Lush Cabanas Wellness Spa : Carletonville Branch

Physical Address: 2 Dahlia Street, Carletonville, 2499.

Email: lushcabanas@gmail.com

Telephone: 0826775036

Lush Beauty

Online Store

Email: lushcabanas@gmail.com

Telephone: 0826775036