

Terms & Conditions

Effective date: May 2026

Last updated: May 2026

1. About these terms

These Terms & Conditions ("Terms") govern your use of the website www.vaalairpurification.com and any purchase you make from us. By using the Site or placing an order, you agree to be bound by these Terms. If you do not agree, please do not use the Site.

These Terms must be read together with our Privacy Policy and our Shipping & Returns policy, which form part of the agreement between us.

2. Who we are

Vaal Air Purification (Pty) Ltd, a private company registered in South Africa.

Registered address: 6 Almare Place, 9 Trent Drive, Three Rivers, Vereeniging, 1935, Gauteng, South Africa.

Email: enquiry@vaalairpurification.com • Phone: +27 074 489 8540.

3. Products and pricing

We sell PerfectAire air purifiers, ScentAire aroma diffusers, MicrobeShield-based air purifying solutions, bundles, and related accessories. Product descriptions, images and specifications on the Site are provided for guidance and may be subject to minor variation. We try to keep all information accurate and up to date but do not guarantee absolute accuracy.

All prices are quoted in South African Rand (ZAR) and include VAT where applicable. We reserve the right to change prices at any time, but the price applicable to your order will be the price displayed at the time you placed the order.

In the unlikely event that a product is mispriced, we will contact you before processing the order to confirm the correct price or cancel the order with a full refund.

4. Orders and payment

When you place an order, you make us an offer to buy the products at the displayed price. We accept your offer when we send you an order confirmation email. We may decline an order at our discretion (e.g. stock unavailable, payment unverified, suspected fraud) and will refund any payment received.

We accept payment via [Peach Payments). Payment must clear before we dispatch your order.

You are responsible for ensuring your delivery and contact details are correct. We are not liable for delivery failures caused by incorrect details supplied at checkout.

5. Shipping and delivery

Shipping rates and delivery timelines are set out in our Shipping & Returns policy at www.vaalairpurification.com/shipping-returns. Free shipping is automatically applied at checkout on orders over R 2 000.

Risk in the goods passes to you upon delivery to the address you provided. Title in the goods passes to you when payment has cleared in full.

6. Returns, refunds and warranty

Our return policy and 12-month manufacturer warranty are set out in our Shipping & Returns policy. The CPA grants additional consumer rights which are unaffected by these Terms.

7. Cancellations

You may cancel an order without charge before it has been dispatched. If your order has already been dispatched, the standard return policy applies.

For pre-orders or special orders (if any), specific cancellation terms will be communicated at the time of order.

8. Use of the Site

You agree to use the Site lawfully and in good faith. You may not:

- Use the Site for fraudulent or unlawful purposes.
- Attempt to gain unauthorised access to any part of the Site or its systems.
- Copy, scrape, redistribute or commercially exploit content from the Site without our written permission.
- Submit false reviews, abusive content, or content that infringes any third party's rights.

9. Intellectual property

All content on the Site — including text, product images, photographs, logos, video, graphics and software — is owned by us or our licensors (including Brand Owners of PerfectAire, ScentAire and MicrobeShield) and is protected by South African and international copyright, trademark and other laws. You may not reproduce or use any of this content without our prior written permission, except as needed to view, browse or purchase from the Site for personal use.

10. Reviews and user content

When you submit a review, comment or photograph through the Site, you grant us a non-exclusive, royalty-free, worldwide licence to use, reproduce and publish that content in connection with our products and marketing. You retain ownership of your content. We may moderate or remove user content that is unlawful, defamatory or otherwise objectionable.

11. Limitation of liability

To the maximum extent permitted by South African law, our total liability to you arising out of or in connection with any product purchased from us is limited to the price you paid for that product. We are not liable for indirect or consequential losses (such as loss of profit or loss of data). Nothing in these

Terms excludes or limits liability for death or personal injury caused by our negligence, for fraud, or for any liability that cannot be excluded under the Consumer Protection Act.

12. Force majeure

We are not liable for delays or failures caused by events beyond our reasonable control, including natural disasters, load-shedding, courier strikes, cyberattacks, pandemics or government action.

13. Governing law and disputes

These Terms are governed by the laws of South Africa. Any dispute arising under these Terms will be subject to the exclusive jurisdiction of the South African courts. Before commencing legal action, you agree to first attempt to resolve the dispute informally by contacting us at enquiry@vaalairpurification.com.

14. Changes to these Terms

We may update these Terms from time to time. The "Last updated" date at the top of this page reflects the most recent changes. Continued use of the Site after a change constitutes acceptance of the updated Terms.

15. Contact us

Questions about these Terms? Get in touch:

- Email: enquiry@vaalairpurification.com
- Phone / WhatsApp: +27 074 489 8540
- Postal: 6 Almare Place, 9 Trent Drive, Three Rivers, Vereeniging, 1935, Gauteng, South Africa