



Kairos *Coaching*

Kairos Coaching Terms, Conditions and Policies

Table of Contents

- 1. Terms and Conditions (T's & C's)**
 - 1.1. General Information
 - 1.2. Pricing and Availability
 - 1.3. Orders
 - 1.4. Payments
 - 1.5. Discount Vouchers
 - 1.6. Intellectual Property
 - 1.7. Liability
 - 1.8. Governing Law
- 2. Privacy Policy**
 - 2.1. Information We Collect
 - 2.2. Use of Information
 - 2.3. Data Security
 - 2.4. Third-Party Services
 - 2.5. Cookies
 - 2.6. Your Rights
 - 2.7. Changes to this Policy
- 3. Returns Policy**
 - 3.1. Return Conditions
 - 3.2. Non-returnable Items
 - 3.3. Process for Returns
 - 3.4. Refunds
 - 3.5. Exchanges
- 4. Shipping Policy**
 - 4.1. Delivery Times
 - 4.2. Shipping Rates
 - 4.3. Bulk Deliveries
 - 4.4. Shipping Confirmation
 - 4.5. Issues with Shipping



www.kairoscoaching.co.za



info@kairoscoaching.co.za



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Kairos Coaching

1. Terms and Conditions ("T's & C's")

Last updated: [04/10/2024]

Welcome to **Kairos Coaching**. By accessing or using our website www.shop.kairoscoaching.co.za or www.kairoscoaching.co.za, you agree to comply with and be bound by the following terms and conditions. Please read these carefully before using our services.

1. General Information

- The websites are operated by **Kairos Coaching**. Throughout the site, the terms "we", "us", and "our" refer to **Kairos Coaching**.
- By visiting our site and/or purchasing something from us, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms").

2. Pricing and Availability

- All prices listed on the website are subject to change without notice.
- We reserve the right to modify or discontinue products and services (or any part thereof) at any time.

3. Orders

- All orders are subject to acceptance and availability. We reserve the right to refuse any order.
- By placing an order, you confirm that all details provided are true and accurate.

4. Payments

- Payments for goods and services are processed securely using [OZOW].
- We accept payments via credit card, debit card, and other online payment methods available on our site.

5. Discount Vouchers

- Discount vouchers are valid for a limited period and must be used within the specified timeframe.
- Discount codes cannot be used in conjunction with other promotions unless explicitly stated.

6. Intellectual Property

- All content, including logos, images, and text, are the property of **Kairos Coaching**. Unauthorized use of any material on the website is prohibited.

7. Liability

- We are not liable for any indirect, incidental, or consequential damages arising out of your use of our website.

8. Governing Law



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- These Terms are governed by and construed in accordance with the laws of South Africa.

2. Privacy Policy

Last updated: [04/10/2024]

At **Kairos Coaching**, we are committed to protecting your privacy. This policy outlines how we collect, use, and protect your personal information.

1. Information We Collect

- We collect information such as your name, email address, phone number, and payment details when you make a purchase or sign up on our website.

2. Use of Information

- We use your information to process orders, provide customer support, and send promotional communications (if opted-in).

3. Data Security

- We implement strict security measures to protect your personal information. Payment details are encrypted via secure socket layer (SSL) technology.

4. Third-Party Services

- We may share your data with third-party services that help us operate our website, such as payment processors. These third parties have their own privacy policies and practices.

5. Cookies

- We use cookies to improve user experience on our website. You can manage your cookie preferences in your browser settings.

6. Your Rights

- You have the right to access, update, or delete your personal information at any time by contacting us at [info@kairoscoaching.co.za].

7. Changes to this Policy

- We reserve the right to update this privacy policy at any time, and changes will be posted on this page.

3. Returns Policy

Last updated: [04/10/2024]

At **Kairos Coaching**, we want you to be completely satisfied with your purchase. If for any reason you are not happy with your items, please review our return policy below.

1. Return Conditions

- Items must be returned within 14 days of receiving the order.
- To be eligible for a return, items must be unused, in the same condition as received, and in the original packaging.

2. Non-returnable Items



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- Custom-made or personalized items cannot be returned unless they are defective or damaged upon delivery.

3. Process for Returns

- To initiate a return, please contact us at [info@kairoscoaching.co.za] with your order number and reason for the return.
- Once your return is approved, you will receive instructions on how to send back your item.

4. Refunds

- Once we receive and inspect your return, we will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and a credit will be applied to your original method of payment within a certain amount of days.

5. Exchanges

- We only replace items if they are defective or damaged. If you need to exchange it for the same item, contact us at [Insert Contact Information].

4. Shipping Policy

Last updated: [04/10/2024]

At **Kairos Coaching**, we aim to deliver your orders efficiently and on time. Please review our shipping policy below.

1. Delivery Times

- We strive to process and ship all orders within 5–7 business days after payment confirmation. Delivery times vary depending on your location and the product ordered.

2. Shipping Rates

- Shipping costs will be calculated and displayed at checkout based on your location and order size.

3. Bulk Deliveries

- For bulk orders, especially for schools, all items will be delivered to the school in one shipment. The school will handle the distribution of the items to the relevant parents or students.

4. Shipping Confirmation

- Once your order has been shipped, you will receive a confirmation email with a tracking number, if applicable.

5. Issues with Shipping

- If your package is delayed or lost in transit, please contact us at [info@kairoscoaching.co.za]. We will work with the courier to resolve any issues.



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