HANG ZEN (PTY) LTD

WEBSITE POLICIES

Terms & Conditions | Privacy | Returns & Refunds | Shipping & Delivery

Effective date: 25 October 2026

Website: hangzen.co.za

Contact: Admin@hangzen.co.za | marc@hangzen.co.za | 062 721 7737

These policies apply to purchases and enquiries through the Hang Zen website. They are intended for South African customers and should be reviewed by the business before publication, particularly the operational details for shipping, cancellations and custom orders.

Nothing in these policies limits rights that cannot lawfully be excluded under South African law, including the Consumer Protection Act, Electronic Communications and Transactions Act and Protection of Personal Information Act (POPIA).

1. TERMS AND CONDITIONS

1.1 About Hang Zen

Hang Zen (Pty) Ltd ("Hang Zen", "we", "us") offers lifestyle and wellness products, including hammocks, hanging chairs, accessories and made-to-order Levitate Loungers, through hangzen.co.za.

1.2 Product information

We aim to describe products, materials, colours, dimensions and prices accurately. Product appearance may vary slightly due to lighting, screen settings or handmade production. Customers should read the product description and confirm installation requirements and weight limits before use.

1.3 Orders and availability

An order is subject to stock availability, payment confirmation and our acceptance. We may contact you to resolve incorrect details, stock issues or obvious pricing errors. If we cannot fulfil a paid order, we will offer an appropriate alternative or refund.

1.4 Prices and payment

Prices are displayed in South African rand (ZAR). Applicable delivery charges will be disclosed before payment or confirmed in a quotation. Online payments may be processed by PayFast or another disclosed payment provider. We do not ask customers to send card details by email or WhatsApp.

1.5 Custom-made products

Custom Levitate Loungers and other made-to-order items are manufactured to agreed specifications. We will confirm design, price, estimated lead time and any deposit or milestone payments before production. Changes requested after production starts may affect costs and timelines. Statutory remedies for defective or incorrectly supplied goods remain available.

1.6 Safe use and installation

Use products according to supplied instructions, weight limits and safety guidance. Check fixing points, stands, ropes and hardware regularly. Installation must be appropriate for the structure and product. Do not leave children unsupervised in hanging products.

1.7 Website content and liability

Website text, branding, photography and design are protected by applicable intellectual property laws. To the extent permitted by law, Hang Zen is not responsible for losses caused by misuse, improper installation or alterations to products. This does not exclude liability or consumer rights that cannot legally be excluded.

1.8 Governing law and contact

These terms are governed by South African law. For order questions or disputes, contact Admin@hangzen.co.za or 062 721 7737. We will attempt to resolve complaints fairly and promptly.

2. PRIVACY POLICY

2.1 Information we collect

We may collect your name, email address, telephone number, delivery and billing details, order history, correspondence and technical website information such as browser data and cookies. Payment providers handle payment details under their own security and privacy arrangements.

2.2 Why we use information

We use personal information to process and deliver orders, communicate about purchases, provide customer support, maintain records, prevent fraud, operate and improve the website, and comply with legal obligations. Optional marketing communications will be sent where permitted by law and you may opt out.

2.3 Sharing and international processing

We may share only necessary information with payment processors, delivery partners, hosting providers and service providers that support our operations, subject to appropriate safeguards. Some service providers may process data outside South Africa; we will take steps required by POPIA for such transfers. We do not sell customer personal information.

2.4 Security and retention

We use reasonable organisational and technical safeguards. No online service can guarantee absolute security. We keep information only for as long as needed for lawful business purposes, recordkeeping and dispute resolution, then delete or de-identify it where appropriate.

2.5 Your rights

Subject to applicable law, you may ask whether we hold your information, request access or correction, object to certain processing, request deletion where lawful, or complain to the Information Regulator of South Africa. Send privacy requests to Admin@hangzen.co.za. We may verify your identity before responding.

2.6 Cookies

Our website may use essential cookies for site and checkout functions and, if enabled, optional analytics or marketing cookies. Where consent is legally required, we will request it. Browser settings can also be used to manage cookies.

3. REFUNDS AND RETURNS POLICY

3.1 Incorrect, damaged or defective goods

If your order arrives damaged, incorrect or defective, contact Admin@hangzen.co.za as soon as reasonably possible with your order number, a description and photographs where available. We will assess the issue and provide the remedy required by applicable South African consumer law, which may include repair, replacement or refund.

3.2 Consumer rights

Where the Consumer Protection Act applies, qualifying defective or unsafe goods may be returned within six months after delivery, subject to the Act. Certain online transactions may also carry statutory cooling-off rights under the Electronic Communications and Transactions Act, where applicable, including exceptions set out in that Act. These statutory rights take precedence over this policy.

3.3 Change-of-mind returns

For eligible standard, unused products, please contact us within 7 calendar days of delivery to request a voluntary change-of-mind return. Items should be in resalable condition with original accessories and packaging where reasonably possible. Approval and any return transport arrangements will be confirmed before dispatch. This voluntary arrangement does not reduce statutory cancellation rights.

3.4 Custom-made orders

Products made to your specifications generally cannot be returned solely because of a change of mind, to the extent permitted by law. This does not affect rights relating to defects, incorrect specifications or other legally required remedies. Cancellation before completion will be assessed against work already performed and applicable law.

3.5 Refund processing

Once a refund is approved, we will arrange repayment through an appropriate method, normally the original payment channel where feasible. Processing times depend on the payment provider and bank. We will explain any lawful deductions or shipping costs before finalising the return.

4. SHIPPING AND DELIVERY POLICY

4.1 Delivery area

Hang Zen supplies customers in South Africa, subject to courier service availability. For remote locations or large custom products, we may need to provide an individual delivery quotation.

4.2 Delivery fees and timing

Delivery costs and estimated dispatch or delivery dates will be shown at checkout or confirmed with you before payment. Standard stocked products and made-to-order products may have different lead times. Estimates are not guaranteed delivery dates; we will communicate material delays.

4.3 Order processing

Orders are processed after payment confirmation and any required product details have been agreed. Orders placed on weekends or public holidays may be handled on the next business day. Custom orders begin according to the production arrangement confirmed with the customer.

4.4 Tracking and receiving goods

Where courier tracking is available, we will share tracking details. Please provide an accurate delivery address and a contactable phone number. Check your parcel on receipt and report visible damage or missing items promptly so we can investigate; this does not limit statutory rights.

4.5 Delays, unsuccessful delivery and collection

Courier delays, severe weather, inaccessible addresses and other circumstances may affect delivery. If delivery fails due to incorrect details or repeated unsuccessful attempts, additional reasonable charges may apply if disclosed and lawful. Collection, where offered, must be arranged in advance.

4.6 Contact

For shipping queries, order updates or delivery concerns, email Admin@hangzen.co.za or call/WhatsApp 062 721 7737.

Business contact: Hang Zen (Pty) Ltd | hangzen.co.za | Admin@hangzen.co.za | 062 721 7737