



We make it happen

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CONSUMER PROTECTION ACT POLICY

Version 2025

1. INTRODUCTION

Vulcan Catering Equipment is committed to complying with the **Consumer Protection Act, No. 68 of 2008** (CPA), which regulates consumer rights in South Africa. This policy outlines the company's practices, processes, and obligations under the CPA to ensure fair, transparent, and responsible trading with consumers.

The **Consumer Protection Act** seeks to promote and protect the economic interests of consumers, prevent unfair business practices, and ensure that consumers are well-informed and protected. Vulcan Catering Equipment is dedicated to ensuring that consumers are treated fairly, and their rights are upheld throughout their interaction with the company.

2. PURPOSE OF THIS POLICY

The purpose of this policy is to:

- Ensure compliance with the **Consumer Protection Act**.
- Provide a framework for fair business practices and consumer rights.
- Set out the procedures for handling consumer complaints, returns, and refunds.
- Guarantee that consumers are provided with accurate information and quality products and services.
- Establish clear and fair processes for resolving disputes with consumers.

3. CONSUMER RIGHTS UNDER THE CPA

Vulcan Catering Equipment acknowledges that consumers have certain rights under the **Consumer Protection Act**. These rights include, but are not limited to:

Right to Information

- Consumers have the right to clear, honest, and understandable information about the products or services provided. This includes product specifications, pricing, warranties, and terms and conditions of sale.

Right to Fair and Honest Dealing

- Consumers have the right to be treated fairly and to receive products or services that meet the quality standards expected by law and according to the contract. This includes the right to not be misled, exploited, or exposed to unfair commercial practices.

Right to Return Goods

- Consumers have the right to return goods if they are defective, not as described, or fail to meet the intended purpose. This applies within a reasonable period from the date of purchase, provided that the consumer follows the company's return policy.

Right to a Refund, Repair, or Replacement

- In accordance with the CPA, consumers may request a refund, repair, or replacement of goods if they are defective, faulty, or if they do not meet the consumer's reasonable expectations, within the prescribed period.

Right to Redress

- Consumers have the right to seek redress for defective products or services. This may include repair, replacement, or a full refund, depending on the nature of the issue.

4. RESPONSIBILITIES OF VULCAN CATERING EQUIPMENT

In accordance with the **Consumer Protection Act**, Vulcan Catering Equipment undertakes to:

- Provide accurate and clear information about products and services, including pricing, specifications, and warranties.
- Ensure that all goods sold are of good quality, free from defects, and suitable for their intended use.
- Offer warranties on products as required by the CPA and provide consumers with clear terms and conditions regarding these warranties.
- Provide consumers with the option to return or exchange products under the prescribed conditions (e.g., if the product is defective or not as advertised).
- Handle consumer complaints fairly, promptly, and transparently, ensuring that consumers receive the appropriate remedy.
- Ensure that all advertising and marketing materials are not misleading and that they comply with the CPA's provisions on false or misleading representations.

5. PRODUCT RETURNS AND EXCHANGES

Vulcan Catering Equipment recognizes the importance of consumer rights when it comes to returning or exchanging products. The company's policy on product returns and exchanges is in line with the **Consumer Protection Act**:

Conditions for Returns and Exchanges:

- Products must be returned in their original, unused condition, and with all original packaging and labels.
- Returns and exchanges are only accepted within a reasonable period after the purchase date (typically 10-20 days) unless the product is defective or unfit for its intended use.
- Proof of purchase (e.g., receipt) is required for returns and exchanges.

Defective Goods:

- If a product is defective or not as described, consumers have the right to a refund, repair, or replacement, depending on the nature of the defect.
- The consumer must notify Vulcan Catering Equipment of the issue within a reasonable period, and the company will inspect the product to determine if it qualifies for a remedy.

6. CONSUMER COMPLAINTS PROCEDURE

Vulcan Catering Equipment is committed to resolving consumer complaints promptly and effectively. The procedure for lodging a complaint is as follows:

1. Step 1: Contact the Company

- Consumers should contact our customer service department at:
 - **Telephone:** 011 249 8500
 - **Email:** [Insert Email Address]
 - **Postal Address:** P.O. Box 60188, Langlaagte 2012
 - **Physical Address:** 2172 Albertina Sisulu Road, Industria, 2012

2. Step 2: Complaint Investigation

- The company will acknowledge receipt of the complaint within 48 hours and initiate an investigation into the matter.
- If the issue requires further investigation, Vulcan Catering Equipment will provide the consumer with an update on the status of the complaint within a reasonable time frame.

3. Step 3: Resolution

- Once the investigation is complete, the company will offer a solution (e.g., refund, replacement, or repair), in accordance with the Consumer Protection Act.
- If the consumer is unsatisfied with the outcome, they have the right to escalate the matter to an external dispute resolution body, such as the **Consumer Goods and Services Ombud (CGSO)** or the **National Consumer Commission**.

7. WARRANTIES AND GUARANTEES

In line with the **Consumer Protection Act**, Vulcan Catering Equipment provides warranties on various products. The key details of warranties are as follows:

- **Product Warranties:** All products are warranted to be free from defects in materials and workmanship for a specified period, as indicated on the product packaging or sales invoice.
- **Warranties for Services:** For any services rendered, Vulcan Catering Equipment guarantees the work will meet the required standards, and should any defects arise within a reasonable period, the company will rectify the issue at no additional cost to the consumer.
- **Claims Process:** Consumers can claim under a warranty by contacting Vulcan Catering Equipment's customer service, who will provide the necessary steps for submitting a warranty claim.

8. PRICING AND PAYMENT TERMS

Vulcan Catering Equipment adheres to the **Consumer Protection Act** regarding fair pricing and payment terms:

- **Clear Pricing:** All prices must be clearly communicated to consumers before a sale, and no hidden fees or charges will be added without prior consent.
- **Payment Methods:** Vulcan Catering Equipment offers various payment methods, including cash, credit, and debit card options. These methods are communicated to consumers at the point of sale.
- **Late Fees:** In accordance with the CPA, late fees may only be charged if agreed upon upfront and as specified in the terms of sale.

9. MARKETING AND ADVERTISING PRACTICES

Vulcan Catering Equipment ensures that all advertising and promotional materials comply with the **Consumer Protection Act**:

- **No False Advertising:** All advertisements must be truthful, clear, and not misleading in any way. Claims made in advertisements about the benefits, features, and qualities of products or services must be substantiated.
- **Pricing Information:** All pricing information must be accurate and up-to-date, with no hidden charges or misleading offers.

10. AMENDMENTS TO THIS POLICY

This policy will be reviewed periodically and amended as necessary to ensure continued compliance with the **Consumer Protection Act** and to reflect any changes in the company's operational procedures. All amendments will be communicated to consumers, and the updated policy will be available upon request.

11. CONCLUSION

Vulcan Catering Equipment is committed to upholding the principles of the **Consumer Protection Act**. By providing high-quality products, clear information, and a transparent approach to customer service, we aim to build long-term relationships with our consumers based on trust, fairness, and respect for their rights.

For any queries, complaints, or concerns, consumers are encouraged to contact us using the details provided above.