

Terms of Service.

Effective date: March 2025

These Terms of Service ("Terms") apply to your use of the Nurture by Nature website ("Site"), and to any purchase of products ("Products") or booking of services, classes, courses, consultations, digital resources or guides ("Services") made through the Site.

By browsing, registering, booking, or purchasing on this Site, you agree to these Terms and to the policies referenced on the Site (including our Refunds & Returns Policy and Privacy Policy). If you do not agree, please do not use the Site.

About us

This Site is operated by Nurture by Nature ("we", "us", "our").

Legal entity name: Nurture by Nature

Address: Parklane Netcare Hospital

Email: nurturebynaturelc@gmail.com

Phone: 076 717 2039

Changes to the Site and to these Terms

We may update these Terms from time to time. The latest version will always be posted on the Site, and changes take effect from the "Last updated" date. We may also change, pause, or discontinue parts of the Site (including products, pricing, and content) at any time.

Using the Site (acceptable use)

You agree not to: use the Site for unlawful purposes; attempt to access accounts, systems, or data you are not authorised to access; interfere with the security or functionality of the Site; or upload/send malicious code, spam, or harmful content. We may restrict or suspend access if we reasonably suspect misuse or fraud.

Information on the Site (education + product guidance)

Some content on the Site is educational in nature and intended to support informed decision-making. It is not a substitute for personalised medical advice, diagnosis, or emergency care.

Always use Products according to manufacturer instructions and seek professional medical guidance where appropriate (especially for babies, feeding, and maternal health concerns).

Product information, images, and colours

We try to keep product details, images, and descriptions accurate and current. However: product packaging, components, or minor details may change from time to time; and colours/finishes may look different depending on your device or screen settings. If you're unsure about a finish, size, or compatibility, contact us before placing your order.

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Pricing and availability

All prices are shown in South African Rand (ZAR) unless stated otherwise. Prices and availability can change without notice. If we discover a genuine pricing or listing error, we may cancel the affected order and refund the amount paid.

Discount codes and promotions

Promotions and discount codes: may be limited by dates, stock availability, category exclusions, and other rules stated on the Site; and may not be valid during major sale periods or promotional events (we may disable codes during these times).

Orders and order acceptance

Placing an order is an offer to buy. An order is only accepted once: payment is authorised/cleared; and the order is processed/confirmed by us (or otherwise indicated on your order confirmation). We may refuse, limit, or cancel orders (in whole or in part) if we reasonably suspect fraud, misuse, reselling activity, stock constraints, or if an error occurred. If we can't supply all items ordered, we may: ship what is available and refund the balance; or contact you to arrange an alternative or cancellation.

Payment

Payment methods are those displayed at checkout. If you pay by EFT, your order will only be released once payment reflects as cleared in our account within the timeframe communicated at checkout/order confirmation. We may cancel an order if payment is not received within the required timeframe.

To protect both you and us, transactions may be screened. If we are not satisfied that a transaction is legitimate, it may be declined or refunded.

Delivery

Delivery timelines shown on the Site or in confirmation emails are estimates and may be affected by factors outside our control (e.g., courier delays, public holidays, remote locations). You are responsible for ensuring that delivery details provided are correct. If delivery fails due to incorrect details, re-delivery or return-to-sender charges may apply.

Risk and ownership

Risk in Products passes to you upon delivery to the address you provided.

Ownership transfers to you once we have received cleared payment in full.

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Returns, refunds, and hygiene limitations

Returns and refunds are governed by our Refunds & Returns Policy. Because many baby-feeding and personal-care items are hygiene-sensitive, certain items may not be eligible for return once opened, used, unsealed, washed, or tried on.

Warranties and product faults

Where a manufacturer warranty applies, it is subject to correct use, care, and installation (where relevant). Warranties typically do not cover: normal wear and tear; misuse, abuse, alteration, or incorrect handling; or damage caused after delivery due to improper storage or use.

If you believe an item is faulty, contact us promptly with your order number and supporting photos/videos so we can assess and advise next steps.

Security and privacy

We take reasonable measures to protect personal information. However, no internet transmission is completely secure. Our processing of personal information is governed by our Privacy Policy.

Electronic communications and marketing

By using the Site, placing an order, or contacting us electronically, you consent to receiving communications from us electronically (e.g., email/WhatsApp), and you agree these communications satisfy legal "in writing" requirements where applicable. If you opt in to marketing, you can opt out at any time by contacting us.

Intellectual property

All content on this Site (including text, graphics, photos, videos, branding, and downloadable resources) is owned by or licensed to Nurture by Nature, unless stated otherwise. You may not copy, reproduce, distribute, or exploit Site content for commercial purposes without written permission.

Third-party links and services

The Site may include links to third-party websites, platforms, or tools (e.g., payment gateways, couriers, social media). We are not responsible for third-party content, policies, or availability.

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Limitation of liability

To the maximum extent permitted by law: we are not liable for indirect, special, incidental, or consequential losses arising from use of the Site, Products, or Services; and our liability (if any) is limited to the amount paid for the relevant Product/Service. Nothing in these Terms limits rights you may have under applicable consumer protection laws.

Indemnity

You agree to indemnify us against reasonable losses, claims, or damages arising from your unlawful use of the Site, fraud, or breach of these Terms.

Governing law and disputes

These Terms are governed by the laws of the Republic of South Africa.

If a dispute arises, the parties will first try to resolve it in good faith. If unresolved, either party may pursue remedies available under South African law in a court with appropriate jurisdiction.

Contact

Questions about these terms please email us at nurturebynaturelc@gmail.com