



WILDOG ACCESSORIES (PTY) LTD
VAT : 4150269050
30 AKWAMARYN STREET,
KLERKSOORD, AKASIA, PRETORIA

TERMS AND CONDITIONS

Website: www.wildog.co.za

Company: Wildog Accessories (Pty) Ltd

The following describes the terms of service and conditions of use for our **Wildog Accessories (Pty) Ltd** website.

1. Introduction and Acceptance

These Terms of Service and Conditions of Use ("Terms") govern access to and use of the Wildog Accessories (Pty) Ltd website, www.wildog.co.za ("the Website"), including its content, product information, enquiries and online services.

By accessing or using the Website, you agree to be bound by these Terms. If you do not agree with any part of these Terms, you should discontinue using the Website.

Purchases, quotations, fitment bookings and other transactions may also be subject to accepted quotations, invoices, written confirmations, product warranties and applicable policies. These Terms must be interpreted consistently with applicable South African law.

Wildog Accessories (Pty) Ltd reserves the right to update the Website and these Terms from time to time. The latest version should be published on the Website with the applicable effective date. Any changes will apply only as permitted by law and will not remove rights that have already accrued.

2. Company Information

The Website is operated by Wildog Accessories (Pty) Ltd ("Wildog", "we", "us" or "our").

Contact details:

- Website: www.wildog.co.za
- General sales: sales@wildog.co.za
- Additional sales: sales2@wildog.co.za
- Additional sales: sales3@wildog.co.za
- Additional sales: sales4@wildog.co.za
- Telephone: 010 746 1690
- Cape Town: capetown@wildog.co.za

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3. Use of the Website

The Website is intended to provide information about Wildog, its products, services and related offerings.

You agree to use the Website only for lawful purposes and in a manner that does not infringe the rights of others or interfere with the operation, security or availability of the Website.

You may not:

- Attempt to gain unauthorised access to the Website, its servers or related systems.
- Introduce viruses, malware or other harmful code.
- Use the Website to distribute spam or unlawful material.
- Collect or misuse the personal information of other users.
- Copy, misuse or commercially exploit Website content without permission.
- Impersonate another person or provide misleading information.
- Engage in any activity that violates applicable South African law.

Wildog reserves the right to take reasonable steps to protect the Website, its users and its systems, including restricting access where necessary due to security concerns, maintenance, suspected misuse or legal obligations.

4. Product Information and Descriptions

Wildog makes reasonable efforts to ensure that product descriptions, specifications, photographs and other information displayed on the Website are accurate and up to date.

However, product photographs, illustrations, colours, dimensions, weights and specifications are provided for general information and may differ from the final product due to photography, screen settings, manufacturing updates or vehicle-specific variations.

Customers should contact Wildog if they require confirmation of any product specification before placing an order.

Nothing in this section removes any rights a customer may have under South African consumer-protection legislation.

5. Vehicle Compatibility

Wildog supplies 4x4 accessories and vehicle-related products designed for specific vehicle makes, models, years and derivatives.

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Compatibility may depend on the exact vehicle specification, factory equipment and existing modifications.

Customers must provide accurate vehicle information when requesting quotations, placing orders or arranging fitment. This may include:

- Vehicle make, model and year.
- Vehicle derivative or trim level.
- Existing aftermarket accessories or modifications.
- Parking distance control sensors and cameras.
- Radar systems and driver-assistance equipment.
- Tow bars, headlight washers and other relevant factory equipment.

Customers should confirm compatibility with Wildog before purchasing if they are uncertain.

Wildog cannot guarantee that a product will fit every variation of a particular vehicle unless such compatibility has been confirmed. However, this clause does not exclude any liability or consumer remedy that applies under South African law, including in cases involving inaccurate product descriptions or defective goods.

6. Quotations, Prices and Orders

Prices, stock availability, product specifications and delivery estimates may change, subject to applicable law and any quotation or order already accepted by Wildog.

Any applicable VAT, delivery charges, courier fees, fitment costs and additional charges should be disclosed before the customer is bound to the transaction.

Submitting an enquiry or requesting a quotation does not automatically constitute an accepted order. An order is accepted when Wildog confirms acceptance in writing or through its established sales process.

Wildog may request additional information before accepting an order, particularly where vehicle compatibility, stock availability or product specifications require clarification.

If an apparent pricing or listing error occurs, Wildog will take reasonable steps to contact the customer and resolve the matter lawfully. Nothing in this section allows Wildog to disregard a binding agreement or mandatory consumer rights.



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7. Payment Terms

Payment terms, deposits, due dates and accepted payment methods will be specified in the relevant quotation, invoice or written agreement.

Customers are responsible for ensuring that payments are made using the correct banking details.

For security purposes, customers should independently verify any unexpected change to Wildog's banking details by contacting Wildog through a previously known telephone number or official email address before making payment.

Wildog reserves the right to delay processing or delivery where payment has not been received in accordance with the agreed payment terms, subject to applicable law and the relevant agreement.

8. Delivery and Collection

Delivery, dispatch, manufacturing and collection dates are estimates unless expressly confirmed otherwise in writing.

Delays may occur due to stock availability, manufacturing, supplier delays, courier services, public holidays or circumstances beyond Wildog's reasonable control.

Wildog will communicate material delays as reasonably practicable.

Customers should inspect products after delivery and report visible damage, shortages or incorrect items promptly. Reporting an issue promptly does not remove any statutory rights the customer may have.

Delivery charges, collection arrangements and additional fees should be communicated before the order is finalised.

Ownership, delivery risk and responsibility for transport-related claims will be determined in accordance with the applicable agreement and South African law.

9. Fitment and Installation

Where Wildog offers fitment or installation services, customers should confirm the product, vehicle, fitment location, appointment date, price and scope of work before the appointment.

Customers must provide accurate vehicle information and disclose any modifications, damage or existing conditions that may affect installation.

Same-day cancellation of a confirmed fitment appointment may attract a cancellation charge only where the charge has been clearly disclosed and agreed to in advance, is reasonable in the circumstances, and is permitted by applicable law.



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Customers should follow all product installation, inspection, maintenance and care instructions provided by Wildog.

Vehicle modifications may affect ground clearance, approach and departure angles, parking sensors, radar systems, driver-assistance features, roadworthiness, manufacturer warranties or insurance cover.

Customers should confirm any applicable legal, safety, roadworthiness and insurance requirements before modifying their vehicles.

Nothing in these Terms excludes liability for negligent or improper installation where such liability cannot lawfully be excluded.

10. Returns, Cancellations, Exchanges and Refunds

The rights available to a customer may depend on the circumstances, including whether the product was purchased online or in-store, whether it was made to the customer's specifications, whether it is defective, and whether the customer simply wishes to change their mind.

Any applicable cooling-off rights, statutory remedies and exceptions must be assessed in accordance with the relevant legislation.

Customers should contact Wildog before returning a product to obtain return instructions.

Product-specific return conditions must be disclosed before purchase and may only be applied to the extent permitted by law.

A general statement such as "no returns", "no refunds" or "not exchangeable for cash" does not override any consumer rights that cannot lawfully be excluded.

Where products are defective, unsafe, incorrectly supplied or do not meet applicable legal standards, Wildog will address the matter in accordance with the customer's rights under South African law.

11. Product Warranties and Care

Any express product warranty provided by Wildog will be governed by the written warranty terms supplied for that product, subject to applicable statutory rights.

Customers should retain proof of purchase and follow all installation, use, maintenance and care instructions.

To the extent permitted by law, Wildog may not be responsible for damage caused by misuse, neglect, unauthorised alterations, improper installation, failure to maintain a product, accidents or use outside the product's intended purpose.



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Nothing in this section excludes any statutory guarantee or liability that cannot lawfully be excluded under South African law.

Customers should seek appropriate professional advice where vehicle modifications may affect safety, roadworthiness, insurance cover or manufacturer warranties.

12. Intellectual Property and Copyright

Unless otherwise stated, all content on the Website, including Wildog names, logos, product photographs, graphics, text, designs and other materials, is owned by or licensed to Wildog Accessories (Pty) Ltd and may be protected by copyright, trade mark and other intellectual-property laws.

You may access and print Website content for personal, non-commercial reference.

You may not reproduce, modify, publish, distribute, sell or commercially exploit Website content without Wildog's prior written permission, except where permitted by law.

Third-party names, logos and trade marks remain the property of their respective owners.

Unauthorised use of Wildog's intellectual property may result in legal action where appropriate.

13. Customer Submissions, Photographs and Reviews

Customers may submit enquiries, reviews, photographs, videos or other content to Wildog through its Website or other communication channels.

By submitting content, you confirm that you have the necessary rights and permissions to provide it and that it does not unlawfully infringe another person's rights.

Submitting content does not automatically transfer ownership of that content to Wildog.

Where Wildog wishes to use customer-submitted photographs, videos or other content for advertising, promotional or marketing purposes, it should obtain the necessary permission or establish another lawful basis for the intended use.

Users must not submit unlawful, defamatory, misleading, threatening or infringing content.

14. Third-Party Websites and Links

The Website may contain links to third-party websites, services or platforms for convenience.

Wildog does not control independent third-party websites and is not responsible for their content, availability, security or privacy practices.

The inclusion of a link does not necessarily mean that Wildog endorses the third party, its products or its services.



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Customers who access third-party websites do so subject to the relevant third party's terms and policies.

15. Privacy and Personal Information

Wildog respects the privacy of its customers and endeavours to handle personal information responsibly.

Personal information may be processed for purposes such as:

- Responding to enquiries.
- Preparing quotations and processing orders.
- Arranging delivery and fitment.
- Providing customer support.
- Managing customer and supplier relationships.
- Complying with legal and regulatory obligations.
- Conducting other lawful business activities.

Personal information must be processed in accordance with applicable South African legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA).

Customers should not submit another person's personal information unless they are authorised to do so.

16. Website Availability and Disclaimer

Wildog endeavours to keep the Website accessible and its information reasonably up to date.

However, Wildog does not guarantee that the Website will always be available, uninterrupted or free from errors.

Website content is provided for general information and should not be treated as a substitute for vehicle-specific compatibility confirmation, professional installation advice or legal advice.

Wildog reserves the right to update, correct, suspend or remove Website content or features where reasonably necessary, subject to applicable law.

Nothing in these Terms excludes any warranty, representation, right or remedy that cannot lawfully be excluded under South African law.



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17. Limitation of Liability

To the extent permitted by applicable law, Wildog will not be liable for indirect or consequential losses arising solely from the use of the Website or reliance on general Website information.

This limitation does not apply where liability cannot lawfully be excluded, including applicable statutory consumer rights and remedies.

No provision of these Terms is intended to waive a customer's rights under the Consumer Protection Act or any other applicable South African law.

Any limitation of liability relating to a product or service must be interpreted consistently with applicable legislation.

18. User Responsibilities and Indemnification

Users are responsible for their unlawful use of the Website and for ensuring that material they submit does not infringe another person's rights.

To the extent permitted by law, a user may be responsible for losses arising from their unlawful conduct, infringement of another person's rights or material breach of these Terms.

This section does not require a customer to indemnify Wildog for Wildog's own conduct where such an obligation would be unlawful or unenforceable.

19. Complaints and Dispute Resolution

Wildog encourages customers to contact the company directly if they have concerns about a product, quotation, order, delivery, fitment service or Website content.

When submitting a complaint, customers should provide their quotation or order reference, relevant photographs where appropriate, and a clear description of the issue.

Wildog will endeavour to review complaints and respond within a reasonable period.

Nothing in these Terms prevents a customer from exercising their rights to approach a competent regulator, consumer-protection body, ombud, tribunal or court where available under applicable law.

Any dispute-resolution process must comply with mandatory South African law.

20. Governing Law

Any dispute arising from the use of the Website or a transaction with Wildog will be dealt with by a competent South African forum, subject to applicable law and any mandatory jurisdictional requirements.



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Nothing in these Terms removes any right a consumer may have to seek relief through a legally available forum.

21. Amendments to These Terms

Wildog may revise these Terms from time to time to reflect changes in its business operations, products, Website functionality or applicable legislation.

The latest version should be published on the Website with an effective date or version number.

Changes will apply only as permitted by law. Where required, Wildog will provide notice or obtain consent before a change takes effect.

22. Severability

If any provision of these Terms is found to be invalid, unlawful or unenforceable, that provision will be applied or limited to the extent legally possible.

The remaining provisions will continue to apply to the extent that they remain valid and enforceable.

A failure to enforce a provision immediately does not necessarily mean that Wildog has waived its right to enforce it later.

23. Entire Agreement

These Terms should be read together with any applicable quotation, invoice, written sales agreement, product warranty, fitment terms, returns policy and Privacy Notice.

Where any provision conflicts with mandatory South African law, the applicable law will prevail.

Any transaction-specific agreement will be interpreted consistently with these Terms and applicable legislation.

24. Contact Wildog Accessories

For questions about these Terms, products, quotations, orders, fitment or Website use, please contact:

Wildog Accessories (Pty) Ltd

Website: www.wildog.co.za

General sales: sales@wildog.co.za

Additional sales: sales2@wildog.co.za

Additional sales: sales3@wildog.co.za

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Additional sales: sales4@wildog.co.za

Telephone: 010 746 1690

Cape Town: capetown@wildog.co.za

South African Legislation

These Terms are intended to operate consistently with applicable South African law, which may include:

- Consumer Protection Act 68 of 2008 (CPA): Consumer rights, fair business practices, product information and remedies where applicable.
- Electronic Communications and Transactions Act 25 of 2002 (ECTA): Electronic transactions and relevant online supplier disclosures.
- Protection of Personal Information Act 4 of 2013 (POPIA): The lawful processing and protection of personal information.
- Other applicable South African legislation, regulations and common-law principles.

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