



TERMS & CONDITIONS — HOKAAI VLEISMARK BK (Trading as Hokaai Meat Market)

Last Updated: 2025

These Terms & Conditions govern all use of Hokaai Meat Market's website, online services, ordering system, delivery services, spitbraai hire, game processing services, and all related transactions. By placing an order or using our services, you agree to these Terms & Conditions.

1. Company Information

Business Name: Hokaai Vleismark BK

Trading Name: Hokaai Meat Market

CK Number: 1994/00211923

Registered Address:

Hokaai Shopping Centre

558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

Telephone: 012 991 2801

Email: faerieglen@hokaaimeatmarket.co.za

2. General Use of Website & Services

- This website and all related online services are owned and operated by Hokaai Vleismark BK.
 - All content, products, imagery, pricing, and service information are subject to change without notice.
 - By using this site, you confirm that you are 18 years or older, or using the site under supervision of a responsible adult.
 - We reserve the right to refuse service to anyone for any reason at any time.
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3. Pricing, VAT & Payment

- All prices **include VAT** unless otherwise stated.
 - Prices may change without prior notice.
 - Errors & omissions excepted (E&OE). Final pricing is displayed at checkout.
 - Payments are processed securely via **PayGate** or any other payment gateway we may introduce.
 - Orders are only confirmed once **payment is successful**.
 - No order will be prepared, packed, or dispatched until payment is received.
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4. Product Availability & Freshness

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- All meat products are **cut fresh to order**.
 - Images are for **illustrative purposes only**; actual cuts and weights may vary.
 - If an item becomes unavailable, we may contact you to offer alternatives or a refund.
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5. Delivery Policy

Delivery Areas & Fees

- **0–5 km:** Free delivery
- **5–10 km:** Free delivery for orders over **R1000**
- **5–10 km orders under R1000:** Charged per the R5/km rule
- **10 km+:** R5 per km (customer will be contacted on WhatsApp to confirm exact amount)

Delivery Times

- **Standard:** Next-day delivery
- **Speedy:** Within 4 hours (additional fee may apply)

Delivery Conditions

- Customers must ensure someone is available to receive the delivery.
 - Failed delivery attempts may incur re-delivery fees.
 - Meat must be refrigerated immediately after delivery; Hokaai is not responsible for spoilage caused by late collection or failure to refrigerate properly.
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6. In-Store Pickup

- Orders can be collected in-store during trading hours.
 - Proof of order may be required.
 - Meat must be collected promptly to avoid spoilage.
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7. Returns, Exchanges & Quality Concerns

- We accept returns **only for unsatisfactory or defective products**.
- Returns must be made during trading hours.
- We do not offer courier returns.
- Exchanges may be offered based on inspection and management approval.
- All returns must be made **on the same day** of purchase/delivery where possible.
- Refunds will be processed at management discretion.

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8. Spitbraai Hire Terms

Hire Includes:

- Spitbraai unit
- Motor
- Gas
- Cleaning

Booking Rules

- Booking **1 month in advance** preferred
- Subject to availability

Pickup/Delivery Fees

- Same as standard delivery fees

Cancellation

- Cancellations allowed (fees may apply depending on timing)
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9. Game Processing Terms

Requirements

- We only accept **skinned meat**
- Gut-shot meat accepted
- **No green, rotten, or home-killed meat** accepted
- Valid hunting permit required

Processing Rules

- **KG in = KG out** principle
- Client must specify processing preferences
- Additional services available (see pamphlet)

Pickup Requirements

- Client has **2 days** from notification to collect
- After 2 days, **R200/day storage fee** applies
- Meat left uncollected after **6 months** will be discarded

Liability

- Once notified, meat becomes the client's responsibility
- Hokaai is not responsible for spoilage caused by failure to collect in time

Payment

- Game processing is **pay-on-collection only**
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10. Limitation of Liability

Hokaai Meat Market is not liable for:

- Spoilage resulting from customer delay
- Incorrect storage by the customer
- Damages arising from misuse of hired equipment
- Losses caused by incorrect delivery information provided by the customer
- Consequential, indirect, or incidental damages

Our maximum liability is limited to the value of the order.

11. Privacy & Personal Information

- Your information is collected only for order fulfilment and communication.
 - We do not sell or share customer data with third parties, except for essential service providers (delivery, payment processing).
 - Full details are available in our Privacy Policy.
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12. Changes to These Terms

We may update these Terms & Conditions at any time. Continued use of our website or services constitutes acceptance of the updated terms.

13. Contact Information

For any questions about these Terms & Conditions:

Email: faerieglen@hokaaimeatmarket.co.za

Phone: 012 991 2801