ZAKKRO

Terms and Conditions

Effective date: 1 October 2026

Please read these Terms and Conditions carefully before using the Zakkro website or placing an order.

1. About Zakkro

Zakkro is a South African online store offering hair products and wigs, with additional product categories expected to be introduced as the store grows. These Terms and Conditions apply when you browse the Zakkro website, create or place an order, make a payment, or otherwise use our online services.

2. Acceptance of These Terms

By using our website or placing an order, you agree to these Terms and Conditions together with our Privacy Policy and Return and Refund Policy. If you do not agree, you should not use the website or place an order.

3. Products and Availability

We aim to display product descriptions, images, prices, lengths, colours and availability accurately. Product appearance may vary slightly because of lighting, screens, photography, manufacturing batches, or natural characteristics of hair products.

Products are subject to availability. Placing an order does not guarantee stock until the order is accepted and, where applicable, payment has been confirmed.

4. Prices and Payment

Prices are displayed in South African Rand (ZAR) unless stated otherwise. Delivery charges and any other applicable charges will be shown or communicated before completion of the order.

Where bank transfer is available, customers must use the order number as the payment reference. Orders paid by bank transfer are processed after payment has been verified. Zakkro may delay or cancel an order if payment cannot be confirmed.

5. Orders

After an order is placed, the customer is responsible for checking that the products, quantities, contact details and delivery information are correct. We may contact you if additional information is required.

Zakkro reserves the right to decline or cancel an order where a product is unavailable, a price or product listing contains a material error, payment cannot be verified, or fraud or misuse is reasonably suspected. If payment has already been received for a cancelled order, an appropriate refund will be arranged.

6. Delivery

Available delivery methods may include The Courier Guy and PEP Paxi where offered. Delivery fees are added at checkout or otherwise communicated before dispatch. Delivery estimates are estimates and may be affected by the courier, destination, public holidays, weather, operational delays or circumstances outside our reasonable control.

Customers must provide complete and accurate delivery details. Additional delivery costs caused by incorrect information or an uncollected parcel may be charged where permitted.

7. Returns, Exchanges and Refunds

Returns, exchanges and refunds are governed by Zakkro's Return and Refund Policy and applicable South African consumer law. Because wigs, hair products, beauty products and similar goods can raise hygiene and health considerations, eligibility may depend on the product being unused, unworn, unaltered, unwashed and in its original condition and packaging, subject always to rights that cannot lawfully be excluded.

8. Product Care and Use

Customers should follow any care, installation, storage or usage instructions supplied with a product. Damage caused by misuse, incorrect installation, alteration, chemical treatment, excessive heat, improper care or ordinary wear and tear may not qualify as a product defect, subject to applicable law.

9. Website Use

You may use the website for lawful personal shopping purposes. You may not interfere with the website, attempt unauthorised access, introduce malicious code, misuse checkout or payment functions, scrape the website in a harmful manner, or use the website for fraudulent activity.

10. Intellectual Property

The Zakkro name, branding, website design, original text, graphics and other proprietary material may be protected by intellectual-property rights. Nothing in these terms transfers ownership of those rights to website users.

11. Personal Information

We process personal information in accordance with our Privacy Policy and applicable data-protection requirements. Information may be used to process orders, provide support, arrange delivery, prevent fraud, maintain records and operate the online store.

12. Limitation and Applicable Law

Nothing in these Terms is intended to exclude or limit rights or remedies that cannot legally be excluded under applicable South African law. To the extent permitted by law, Zakkro is not responsible for indirect losses that are not reasonably connected to our breach or conduct.

These Terms are governed by the laws of the Republic of South Africa. Any dispute should first be raised with Zakkro so that the parties can attempt to resolve it directly.

13. Changes to These Terms

We may update these Terms when our products, services, website or legal obligations change. The current version published on the website will apply from its stated effective date.

Contact Zakkro
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This document is a practical website policy draft for Zakkro and should be reviewed for the business's exact operations and applicable South African legal requirements before publication.