PACKMAN TERMS & CONDITIONS

Effective Date: 5 October 2026
Website: www.packmanpacking.co.za

1. Introduction

Welcome to the PackMan Packing website.

These Terms & Conditions govern your access to and use of www.packmanpacking.co.za and any enquiries submitted through the website.

In these Terms, "PackMan", "we", "us" and "our" refer to PackMan Packing.

By accessing or using this website, you agree to these Terms & Conditions. If you do not agree with them, please discontinue use of the website.

2. Website Purpose

The PackMan website provides information about our packing capabilities, products, services and related business activities.

Information displayed on the website is intended for general information and enquiry purposes. Unless expressly stated otherwise, displaying a product or service on this website does not constitute a binding offer by PackMan.

3. Products & Services

PackMan provides a range of packing solutions, including but not limited to:

- Sauce sachets
- Spice sachets
- Coffee and creamer products
- Sugar and sweetener products
- Tea bag packing
- Beverage boxes
- Cutlery packs
- Flow wrapping
- Ration and beverage packs
- Custom and branded packing solutions

3.1. Availability and Specifications

The availability, specification, format, minimum quantity and suitability of any packing solution may depend on the customer's individual requirements.

PackMan reserves the right to amend, improve, replace or discontinue products, packaging formats or services from time to time.

Images displayed on the website are illustrative and actual products, colours, packaging, materials or configurations may vary.

4. Enquiries & Quotations

Submitting an enquiry or Request a Quote form through the website does not constitute an order.

Following an enquiry, PackMan may provide a quotation based on the information supplied by the customer.

A quotation may include:

- Product or service specifications
- Quantities
- Pricing
- VAT
- Artwork or branding requirements
- Production requirements
- Delivery charges
- Estimated lead times
- Payment requirements
- Any additional conditions relevant to the order

4.1. Quotation Acceptance

A quotation remains valid only for the period stated on that quotation.

A quotation does not constitute a confirmed order.

An order is confirmed only once PackMan confirms it in writing and all applicable requirements stated in the quotation, including any required payment, deposit or artwork approval, have been met.

5. Pricing

Pricing is provided on quotation and may vary according to:

- Product type
- Quantity
- Packaging format
- Raw material requirements
- Branding requirements
- Artwork
- Production requirements
- Delivery location
- Other project-specific requirements

5.1. VAT and Price Changes

VAT will be dealt with as specified in the applicable quotation.

PackMan reserves the right to amend pricing before an order has been formally accepted.

6. Custom & Branded Orders

Where PackMan manufactures or packs products according to a customer's specific requirements, the customer is responsible for ensuring that all information, specifications and artwork supplied to PackMan are accurate.

Where artwork approval is required, production may only commence once the relevant artwork or specification has been approved.

Customers should carefully review all of the following before final approval:

- Product information
- Branding

- Spelling
- Colours
- Quantities
- Pack configurations
- Dimensions
- Artwork
- Other specifications

6.1. Approved Artwork and Specifications

PackMan will not be responsible for errors contained in customer-approved artwork or specifications, except where otherwise agreed in writing.

7. Customer-Supplied Information & Materials

Customers are responsible for ensuring that any information, artwork, trademarks, logos, images, product materials or other content supplied to PackMan may lawfully be used for the requested purpose.

By supplying such material, the customer confirms that its use will not infringe the rights of any third party.

8. Production & Lead Times

Production and delivery lead times may vary according to the nature and size of the order.

Any lead time communicated by PackMan is an estimate unless expressly confirmed otherwise in writing. Custom, branded or bulk orders may require additional production time.

PackMan will endeavour to communicate material delays where reasonably possible.

9. Cancellations & Changes

Once a custom or production order has been accepted and production, procurement, printing or preparation has commenced, changes or cancellations may be subject to additional charges or may no longer be possible.

Any cancellation or requested amendment will be assessed according to the stage of the order and the costs already incurred.

10. Website Use

You agree not to:

- Use the website unlawfully
- Attempt to gain unauthorised access to the website or its systems
- Interfere with the security or operation of the website
- Introduce malicious code or harmful material
- Copy or commercially exploit website content without permission
- Submit false, misleading or fraudulent enquiries

10.1. Misuse

PackMan may restrict access to the website where misuse is suspected.

11. Intellectual Property

Unless otherwise indicated, the PackMan name, logo, website design, text, graphics, photographs, product imagery and other website content are owned by or licensed to PackMan.

Website content may not be copied, reproduced, distributed, modified or used commercially without prior written permission. Third-party brands and trademarks remain the property of their respective owners.

12. External Links

The website may contain links to other websites, including related brands or third-party services.

PackMan is not responsible for the availability, security, content or privacy practices of external websites.

13. Website Availability

We aim to keep the website accurate and available but do not guarantee uninterrupted or error-free access.

PackMan may update, suspend, modify or withdraw any part of the website without prior notice.

14. Limitation of Liability

To the extent permitted by applicable law, PackMan will not be liable for indirect, incidental or consequential loss arising solely from:

- Use of or inability to access the website
- Reliance on general website information
- Third-party websites
- Website interruptions or technical errors

14.1. Applicable Law

Nothing in these Terms is intended to exclude any right or liability that cannot lawfully be excluded. Specific orders remain subject to the relevant quotation, order confirmation and applicable law.

15. Privacy

Personal information collected through this website is handled in accordance with our Privacy Policy and POPIA Compliance Statement.

16. Governing Law

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

17. Contact

For questions regarding these Terms & Conditions, contact:

PackMan Packing

8 Cam Crescent

Robertville

Florida

1709

Gauteng

South Africa

Telephone: 011 472 9541

Email: sales@packmanpacking.co.za