

Windogripper – Terms and Conditions

1. Introduction

These Terms and Conditions ("Terms") govern the purchase and use of Windogripper products sold by Windogripper (Pty) Ltd. By placing an order through our website or authorised sales channels, you agree to be bound by these Terms.

2. Product Description

Windogripper is a patented, transparent bracket system designed to secure glass window panels and prevent unauthorised tampering. Each DIY pack includes clear corner brackets and installation instructions. Installation requires only a screwdriver, which is not included in the pack.

3. Usage Disclaimer

Windogripper is intended to deter unauthorised removal of glass window panels. While it is an effective security enhancement, no product can offer absolute protection against break-ins or tampering. We shall not be held liable for any damages, losses, or injuries resulting from criminal activity, improper use, or incorrect installation of the product.

4. Shipping and Delivery

We offer nationwide delivery within South Africa. Delivery times may vary based on location and courier service schedules.

Important: It is your responsibility to ensure the delivery address provided is accurate and that someone is available to receive the package.

Windogripper will not be held liable for any additional expenses, delays, or losses incurred if the buyer is not present at the delivery address when the package is delivered. Any costs related to re-delivery, storage, or return of the product due to failed delivery attempts will be borne by the buyer.

5. Returns and Refunds

We accept returns of unused products in their original packaging within **14 days** of delivery. To initiate a return, please contact us at the details provided below.

Refunds will be issued once the returned product has been received and inspected. Return shipping costs are the responsibility of the customer unless the product is faulty or incorrectly supplied.

6. Installation Responsibility

Windogripper is designed for easy DIY installation. It is your responsibility to install the product correctly using the included instructions. We are not liable for damage or injury caused by improper installation or misuse of the product.

7. Intellectual Property

Windogripper is a patented design and all associated trademarks, branding, product designs, and documentation are the intellectual property of Windogripper (Pty) Ltd. Unauthorised reproduction, distribution, or imitation is strictly prohibited and may result in legal action.

8. Limitation of Liability

To the fullest extent permitted by South African law, Windogripper and its owners shall not be liable for any indirect, incidental, or consequential damages arising from the use or misuse of the product, or from the inability to use the product.

9. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of South Africa. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of South African courts.

10. Contact Information

For questions, returns, or support, please contact us at:

Email: info@windogripper.co.za

Phone: +27 665380710

Website: www.windogripper.co.za

Business Name: Windogripper (Pty) Ltd