

**Office Hours:**

Monday – Thursday: 8:00am – 5:00pm, Friday: 8:00am – 3:30pm

Tel: 021 705 5883

**Contact Details**

Orders  
Accounts  
Technical Queries  
Visit our website: [www.health-connection.co.za](http://www.health-connection.co.za)

Haley Hendricks  
Samantha Bruyns  
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[e-mail: debtors@health-connection.co.za](mailto:debtors@health-connection.co.za)  
[e-mail: jeanita@health-connection.co.za](mailto:jeanita@health-connection.co.za)

**Pricing**

- Please note only retail or food service businesses qualify for wholesale prices.
- Prices are subject to change without notice, mainly due to fluctuating exchange rates
- Prices **exclude** VAT.
- \*\* Denotes a VAT zero rated item.

**Export Customers (outside RSA)**

- Customers outside of RSA borders are responsible for i) ensuring products meet requirements of their market, ii) handling cross border shipment and associated paperwork and regulatory compliance.

**Payment Terms**

- Please note all orders must be paid for and deposit slip sent to [debtors@health-connection.co.za](mailto:debtors@health-connection.co.za), before order will be dispatched.
- No stock will be released on overdue accounts.
- Health Connection prefers payment via EFT. Payments made by cash deposit will attract a 2% surcharge to cover the extra bank charges.

**BANKING DETAILS - EFT**

Account name:	Health Connection Wholefoods (Pty) Ltd		
Account Number:	10011313414		
Bank:	Investec Bank Limited		
Branch:	Grayston Drive	Branch Code:	58 01 05

**BANKING DETAILS - CASH (2% surcharge)**

Account name:	Investec Bank		
Account number:	4078853005		
Bank:	ABSA		
Ref:	Customer name or Invoice number		

**Deliveries and Minimum Order Quantities**

- Please allow 2-3 days for your order to be processed, plus 2-4 days for delivery, depending on location
- Export orders will be picked once proof of payment as been received. Customer will be notified when the order is ready for collection (normally 3 days after payment).
- Minimum order for delivery in South Africa at wholesale prices is R1,500 ex VAT. The minimum order value for export is R2,000 ex VAT, the increased threshold for export is to cover bank forex fees.
- Delivery within South Africa (to major cities and towns) is free for orders above R1,500 ex VAT. Deliveries to customers outside RSA borders need to be arranged and paid for by the customer.
- Deliveries to outlying or remote areas within South Africa may attract an extra delivery charge for the customers account.
- Minimum order for collections at wholesale prices is R1,000 ex VAT.

**Goods Returned Policy**

- If goods are damaged in transit, you need to inform us within 5 days of receipt of the goods. For any defect in goods, you also need to inform us within 5 days of noticing the defect, in order to limit further damages.
- In the case of damaged or defective goods, we may require customers to return the goods to us at our cost for quality control purposes.
- If you want to cancel an order and return the goods in their original condition you may do so within 1 month of receiving the goods, Health Connection Wholefoods will charge you a 15% handling charge plus transport charges.
- We guarantee our goods to be free from defects for 6 months from date of delivery and will replace goods found to be contaminated within that period. However, Digestive Bran has a shorter shelf life and accordingly we can warrant against defects for a period of 2 months from date of delivery.
- Please note that the relevant invoice number must accompany any claim for credit.
- We do not accept expired stock back for any reason. **It is therefore your duty to ensure that you use the goods before the expiry date.**