



Matelec Retail (Pty) Ltd trading as Lulalec – Terms and Conditions

Last updated: 31/07/2025

1. Introduction

These Terms and Conditions (“Terms”) govern the use of the website www.lulalec.co.za and the purchase of products from Matelec Retail (Pty) Ltd (Registration Number: 2024/683859/07) trading as Lulalec. By accessing the Website or purchasing products, you agree to be bound by these Terms.

2. Use of the Website

- The Website is intended for individuals 18 years and older. - You may not misuse the Website, including introducing viruses, attempting to gain unauthorized access, or interfering with its operation.

3. Product Information

- We make every effort to display products, descriptions, and prices accurately. - All products are subject to availability. - Images are for illustrative purposes only and may differ slightly from the actual product.

4. Pricing and Payment

- Prices are quoted in South African Rand (ZAR) and include VAT unless otherwise indicated. - We reserve the right to change prices without prior notice. - Payment may be made via the methods provided at checkout (e.g., credit/debit card, PayFast, EFT).

5. Orders

- Placing an order constitutes an offer to purchase. - We reserve the right to refuse or cancel any order for valid reasons. - An order confirmation will be sent via email once payment is received.

6. Delivery and Collection

- Delivery will be arranged to the address you provide at checkout. - Delivery fees and timeframes are communicated at checkout. - Risk passes to you upon delivery/collection. Ownership passes once full payment is received.

7. Returns, Refunds, and Cancellations

Our policies comply with the Consumer Protection Act and Electronic Communications and Transactions Act. Please refer to our Refund and Cancellation Policy for full details.

8. Warranty

- Products are covered by the manufacturer's warranty where applicable. - Misuse, modification, or improper installation voids any warranty.

9. Limitation of Liability

- To the maximum extent permitted by law, Lulalec is not liable for any indirect, consequential, or incidental damages. - Our liability is limited to the purchase price of the product concerned.

10. Privacy

- We respect your privacy and process personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA). - Please refer to our Privacy Policy.

11. Governing Law

These Terms are governed by the laws of the Republic of South Africa. Any disputes will be subject to the jurisdiction of the South African courts.