



Stokdirect Buyer Protection

Stokdirect Virtual Wholesale (Pty) Ltd is dedicated to providing buyers on **www.stokdirect.africa** with transparent, fair and regulated services and protection with its use. As an entity of South Africa, **Stokdirect Virtual Wholesale (PTY) Ltd** upholds the laws and regulations of the Consumer Protection Act for buyer protection. Our customers are our first priority as we continue to support and commit to protecting the consumer.

As a buyer on **www.stokdirect.africa**, you should know and understand what your rights are as a consumer, and how and where to address your concerns.

What is the Consumer Protection Act?

The act aims to:

- Promote a fair, accessible and sustainable marketplace for consumer products and services.
- Establish national norms and standards to ensure consumer protection.
- Make provision for improved standards of consumer information, to prohibit unfair marketing and business practices.
- Promote reasonable consumer behavior.
- Promote a consistent legislative and enforcement framework relating to transactions and agreements.
- Establish the national consumer commission.
- Replace, in a new and easier manner, provisions from various acts, including the Consumer Affairs Act, Trade Practices Act, Sales and Service Matters Act, Price Control Act and Merchandise Marks Act.

What are the consumer's rights?

The act has reinforced 9 rights for the consumer:

- Your right to equality in the consumer market and protection against discriminatory marketing practices
- Your right to privacy
- Your right to choose
- Your right to disclosure of information
- Your right to fair and responsible marketing
- Your right to fair and honest dealing
- Your right to fair, just and reasonable terms and conditions
- Your right to fair value, good quality and safety and
- Your right to accountability by suppliers

We appreciate your feedback and your comments, whether good or bad, give us an opportunity to grow and improve, identify your needs and expectations, and strive to exceed those expectations daily.

For any enquiries, we have a number of channels that you can use to let us know how you feel about your experience with our service. We aim to address your concerns quickly and in a professional manner.

Contact Stokdirect Support via e-mail on **support@stokdirect.africa**

Contact us on our website **www.stokdirect.africa** with a **Contact Us** form or **Live Chat**

- Log onto **www.stokdirect.africa** and click on the Contact Us tab at the very top of the page or very bottom of the page. This will take you to a form where you can fill in all your details and your query. Hit the submit button and this will be escalated to the appropriate department and contact person to deal with your query.
- Initiate the Live Chat and be engaged by our online agents to help you resolve your query.

Send us a Comment or Inbox on our Facebook page:

www.facebook.com/StokDirect.Africa

The following details necessary to escalate your complaint to the appropriate management person will be required:

- Name and surname

- Order Number
- Contact numbers (landline and cell if possible)
- Nature of complaint and full details including images

Should your concern be about a specific product the following information will also be required

- Product Name & description
- Product ID
- Best before date
- Sell by date
- Bar Code
- Cost of product
- How many items you purchased
- Supplier code (where possible)
- Image Of Packaging details (what it looks like and label description)
- Has the matter been reported before (provide query number / order number)?

Our enquiry process

1. Your call/enquiry will be escalated to the region/department in charge who will deal with your complaint.
2. A reference number will be provided
3. Your details will be escalated to the necessary management person who will address your concerns and will get back to you via call or e-mail

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