DIVERTISY

Contact: info@divertisy.co.za | Website: www.divertisy.co.za

Terms & Conditions

A clear explanation of how DIVERTISY enquiries, quotations and product purchases are handled.

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1. About DIVERTISY

DIVERTISY (PTY) LTD (registration number 2026/766117/07) is a South African consumer technology company. On this website, “DIVERTISY”, “we”, “us” and “our” refer to DIVERTISY (PTY) LTD.

Our current range includes USB rechargeable AA and AAA lithium-ion battery 4-packs. You may contact us at info@divertisy.co.za about products, orders or support.

2. Scope of these terms

These Terms & Conditions apply to use of this website and to purchases arranged directly with DIVERTISY, unless a specific written agreement applies. Retailer or wholesale orders may also have separately agreed trade terms.

Mandatory rights under the Consumer Protection Act, the Electronic Communications and Transactions Act (ECTA), and other applicable South African law take precedence over any inconsistent provision here.

3. Enquiries are not online orders

This website currently provides product information and an enquiry form; it does not complete a sale or collect payment on the website. Select “Send enquiry” to submit your completed form directly to DIVERTISY after spam verification. Sending an enquiry is not a purchase.

Submitting or sending an enquiry does not reserve stock, create an order or oblige either party to transact. A purchase is confirmed only when DIVERTISY expressly accepts an order in writing and provides the agreed purchasing details.

4. Products, prices and quotations

Product descriptions, specifications and availability can change. Before you agree to pay, we will communicate the products, quantities, full price in South African rand (ZAR), any applicable VAT, delivery fees and other charges, and the expected dispatch or delivery arrangements.

Prices in an unaccepted quotation may change or expire as stated in that quotation. Once a sale is accepted, any change is subject to the agreed terms and applicable law. Please verify device compatibility before purchasing.

5. Payment and transaction security

Available payment methods and payment instructions are confirmed as part of the sale. Where we use a secure third-party payment provider, its checkout and privacy terms may also apply to the payment process.

Do not send bank-card numbers, CVVs or passwords through our website enquiry form or by email. We do not currently accept card payments within this website.

6. Product suitability and safe use

Our AA and AAA products use rechargeable lithium-ion technology with a nominal 1.5 V output and built-in USB Type-C charging ports. The fact that a device accepts the same battery size does not guarantee compatibility. Check your device manufacturer’s instructions and our product information.

Use, charge, store and dispose of batteries according to the supplied instructions and applicable safety guidance. Stop using any battery or cable that appears damaged, overheats or behaves abnormally.

7. Availability, dispatch and delivery

Available stock, dispatch arrangements, delivery locations, charges and expected timelines will be confirmed before an order is accepted. Any delivery estimates are subject to the written arrangement and applicable law.

If an agreed product becomes unavailable or we cannot fulfil an accepted order, we will notify you and address any payment or refund obligations in accordance with applicable law. ECTA contains default rules for order fulfilment where no different period has been agreed.

8. Cancellations, returns and refunds

Contact info@divertisy.co.za with your order reference to request cancellation, return instructions or a refund. Do not dispatch returned products before confirming the return arrangement, unless your statutory rights require otherwise.

Where ECTA section 44 applies, eligible consumers may cancel certain electronic transactions for goods within seven days after receipt without giving a reason; statutory exclusions may apply. The law also governs permitted return costs and the timeframe for a refund. This right is separate from rights relating to defective goods.

For defective, unsafe or non-conforming goods, consumers may have repair, replacement or refund rights under the Consumer Protection Act, including the statutory six-month implied warranty where applicable. Nothing in these Terms removes or limits those rights.

9. DIVERTISY limited product warranty

Our current rechargeable AA and AAA batteries, including the charging cable supplied with the pack, carry a 12-month limited warranty against qualifying manufacturing defects under normal intended use.

Please read the 12-Month Limited Warranty page for the scope and claim process. This additional warranty does not replace or reduce any statutory consumer remedy.

10. Retailer and wholesale enquiries

Trade pricing, minimum orders, lead times, supply arrangements and credit or payment terms are provided through written quotations or agreements. Unless a separate trade arrangement expressly states otherwise, an enquiry is not a binding purchase commitment. Non-excludable legal protections continue to apply.

11. Website information and availability

We aim to keep the website useful and accurate, but content may contain errors or be updated. Product pictures are illustrative, and packaging may vary without materially changing confirmed specifications. We may maintain, update or temporarily interrupt website availability.

We do not exclude liability where exclusion would be unlawful. These Terms do not limit remedies for misrepresentation, unsafe goods or other conduct where applicable law protects consumers.

12. Intellectual property

DIVERTISY branding, original website content, designs and other intellectual property are owned by DIVERTISY or used with permission. You may view or download information for personal purchasing purposes, but may not commercially reproduce or falsely represent our materials as your own without permission.

13. Privacy and information handling

We handle enquiry, order and support information as described in our Privacy Policy. Please review your enquiry details before submitting the form.

14. Questions and complaints

For an order enquiry, warranty issue or complaint, email info@divertisy.co.za with enough information for us to investigate. We will aim to respond and resolve disputes fairly.

15. Changes to these Terms

We may update these Terms as our website, products or services change. The effective date appears at the top of this page. Updated terms do not retrospectively replace agreed purchase terms unless lawfully permitted or agreed.