KOOWEEEKIDZ TERMS AND CONDITIONS

1. Supplier information These Terms and Conditions are issued by: **Legal entity: RML Woodworking (PTY)Ltd, reg number 2019/618805/07, Vat number: 9533323193, Trading name: KooweeeKidz, Email address: Sales@kooweeekidz.com, Telephone or WhatsApp: +2764 7731 313, Website: www.kooweeekidz.com In these Terms and Conditions, “KooweeeKidz”, “we”, “us” and “our” refer to the legal entity identified above. “Customer”, “you” and “your” refer to the person or legal entity purchasing or attempting to purchase products from us.
2. Application of these Terms These Terms and Conditions apply to: - orders placed through the KooweeeKidz website; - orders placed by email, telephone, WhatsApp, social media or another electronic channel; - quotations and invoices issued by KooweeeKidz; - direct, retail, trade and wholesale orders, unless separate written terms have been agreed; - the use of the KooweeeKidz website, content, images and services. By placing an order, accepting a quotation, paying a deposit or instructing us to proceed, you confirm that:

2.1. you have read and understood these Terms and Conditions;

2.2. you have reviewed the product, dimensions, colour, quantity and other specifications;

2.3. the information supplied by you is complete and accurate;

2.4. you have legal capacity and authority to enter into the transaction;

2.5. you agree to be bound by these Terms and Conditions. Nothing in these Terms excludes, limits or replaces any right that cannot lawfully be excluded under the Consumer Protection Act 68 of

2008, the Electronic Communications and Transactions Act 25 of 2002 or other applicable South African law.

3. Important custom-made product notice: PLEASE READ THIS SECTION CAREFULLY BEFORE ORDERING. KooweeeKidz is a small production business. Products are generally manufactured, prepared, finished or procured in response to confirmed customer orders. We do not necessarily hold completed products or all required materials in stock. When you approve an order and make the required payment, you authorise KooweeeKidz to: - order or allocate materials for your products; - reserve production capacity; - begin design preparation, CNC programming, cutting, machining, sanding, finishing, painting, coating, assembly or packaging; - incur supplier, labour, production and administrative costs. Where a product is procured, created, manufactured, altered, coloured, personalised or finished specifically for your confirmed requirements, it may constitute custom-made or special-order goods to the extent permitted by applicable law. Because these goods may not reasonably be resold to another customer, change-of-mind cancellation, return and exchange rights are restricted once the order has been confirmed and costs have been incurred. These restrictions do not affect your rights in respect of defective, unsafe, incorrectly supplied or materially non-conforming goods.
4. Our products KooweeeKidz manufactures and supplies children's furniture and related products, primarily using authentic 18 mm Okoume marine plywood. Our products may include: - tables; - chairs and stools; - shelves and storage products; - benches; - desks; - balance boards; - furniture sets; - replacement components; - customised or personalised furniture; - other products listed on our website or quotations. Unless expressly

stated otherwise, products are intended for indoor household, educational or supervised commercial use. Products must only be used for their intended purpose and in accordance with all assembly, safety, maintenance, age and load instructions supplied with the product.

5. Manufacturing may take up to 7 Working days, depending on clients selection and quantity
6. Natural material characteristics Wood and plywood are natural or natural-derived materials. Variations are expected and form part of the character of the product. These may include reasonable variations in: - grain pattern; - tone and colour; - veneer pattern; - edge lamination appearance; - knots, mineral marks or natural markings; - absorption of stains, oils, sealers or coatings; - appearance under different lighting; - minor movement caused by normal changes in temperature or humidity. Natural variation that does not materially affect the safety, structural integrity or agreed functionality of the product is not considered a defect. Products purchased at different times may not match one another exactly because they may be manufactured from different material batches.
7. Product images, renderings and colours We take reasonable steps to represent products accurately. However: - website images, digital renderings, lifestyle images and catalogue graphics are illustrative; - screen settings, lighting and photography may affect the appearance of colours; - the apparent scale of a product in an image may differ from its actual scale; - props, toys, décor and accessories displayed in marketing images are not included unless expressly stated; - natural wood grain and colour will vary from product to product. Written dimensions and confirmed specifications take precedence over visual impressions created by

photographs or renderings. Where an exact colour match is important, the customer must request a physical colour sample before confirming the order. Colours may also vary slightly between coating batches and between a physical sample and a completed wooden surface.

8. Product dimensions and manufacturing tolerances Product dimensions are stated in millimetres unless otherwise indicated. Hand finishing, CNC machining, sanding, coating and natural material movement may result in minor reasonable manufacturing tolerances. These tolerances are not defects where they do not materially affect: - assembly; - stability; - safety; - ordinary use; - the confirmed overall design. Any critical measurement, site restriction or required tolerance must be disclosed by the customer in writing before the order is confirmed. KooweeeKidz is not responsible for a product not fitting into a space where the customer failed to measure the space accurately or failed to disclose a relevant restriction.
9. Customer specifications and order confirmation The customer is responsible for checking all order information before approving the order, including: - product name; - product dimensions; - quantities; - selected colour or finish; - personalised wording or names; - delivery address; - access requirements; - contact information; - invoicing information; - assembly or installation requirements; - intended use communicated to KooweeeKidz. An order specification becomes final when the customer: - completes checkout; - accepts a quotation; - approves an order confirmation; - pays the required deposit or purchase price; or - otherwise instructs us in writing to proceed. We may provide an order confirmation, drawing, rendering, sample, specification sheet or quotation for approval. The customer must identify errors before

approving it. KooweeeKidz is not responsible for errors contained in information, spelling, measurements, selections or instructions approved or supplied by the customer, except where we have independently introduced the error after approval.

10. Website checkout and correction of errors Before submitting an online order, the customer must be given a reasonable opportunity to: - review the order; - correct errors; - change quantities or selections; and - withdraw from the transaction before final submission. The customer must immediately notify us if an order confirmation contains an error. A website-generated acknowledgement does not necessarily mean that an order has been accepted for production. Acceptance remains subject to payment verification, material availability, production capacity and confirmation by KooweeeKidz.
11. Quotations Unless otherwise stated: - quotations are valid for the period stated on the quotation; - if no validity period is stated, the quotation is valid for 5 calendar days; - a quotation may be withdrawn before acceptance; - pricing may be revised after the validity period; - material price changes, supplier increases, delivery changes and alterations requested by the customer may affect the final price. A quotation only includes the goods, services and delivery specifically described in it.
12. Prices and taxes Prices are displayed and charged in South African Rand unless expressly agreed otherwise. Prices will indicate whether VAT is included, where applicable. Delivery, installation, assembly, special packaging, remote-area surcharges, stairs, difficult access and other additional services are not included unless specifically stated. In the event of an obvious pricing, typographical or system error, we may reject or cancel the

affected order before production. Any payment received for a cancelled order of this nature will be refunded.

13. Payments and deposits. The required deposit, payment schedule or full purchase price will be stated at checkout or in the quotation. Unless otherwise agreed: - production will not begin before cleared payment of the required amount; - a payment reference must identify the customer or order; - bank transfer fees and foreign payment fees are for the customer's account; - the final balance must be paid before dispatch, delivery or collection; - goods remain the property of KooweeeKidz until all amounts due have been paid in full. A deposit is not merely a reservation fee. It authorises KooweeeKidz to incur costs relating to the order. The extent to which a deposit can be refunded following cancellation will depend on: - whether materials have been ordered or allocated; - whether suppliers permit cancellation; - work already completed; - labour and production capacity used; - payment processing charges; - the resale or salvage value of completed or partly completed goods; - other actual and reasonable costs incurred.
14. Fraud prevention and payment verification KooweeeKidz may request reasonable information to verify: - the customer's identity; - authority to use a payment method; - delivery details; - suspected fraudulent activity; - unusual or high-value transactions. We may suspend or reject an order where payment cannot be verified or fraud is reasonably suspected. We will not request a customer's banking password or PIN.
15. Changes requested by the customer All changes must be requested in writing. A change is only accepted once KooweeeKidz confirms it in writing. Requested changes may result in: - additional design or administration fees; - additional material

and labour charges; - supplier cancellation or restocking charges; - a revised production lead time; - a revised delivery date; - the need to replace components already ordered or manufactured. KooweeeKidz may decline a change where: - materials have already been cut, finished or ordered; - production has reached a stage at which the change is impractical; - the change would compromise safety or structural integrity; - the change is inconsistent with our production methods; - the customer does not approve the revised price or timeline. ## 15.

16. Production lead times Production lead times are calculated from the later of: - receipt of the required cleared payment; - final written approval of all specifications; - receipt of all required customer information; - resolution of any outstanding design or technical matter. Lead times displayed on the website or discussed before order confirmation are estimates unless expressly stated to be guaranteed. Estimated lead times may be affected by: - material availability; - supplier delays; - production volume; - equipment breakdown; - load shedding or utility interruption; - transport disruption; - public holidays; - severe weather; - illness or staffing emergencies; - force majeure events; - customer-requested changes; - delayed customer approvals. We will take reasonable steps to communicate material delays and provide a revised estimate. A minor or reasonable delay does not automatically entitle the customer to cancel a custom-made order. Statutory rights relating to material non-performance or failure to deliver within an agreed period remain unaffected. ## 16.
17. Material availability and substitutions We will not knowingly substitute a material, colour, dimension or material specification that materially changes the confirmed product without the

customer’s approval. Where a specified material becomes unavailable, we may: - propose a reasonably comparable alternative; - revise the lead time; - place the order on hold; or - cancel the affected portion of the order and refund the amount paid for that portion. The customer is not required to accept a material substitution that materially differs from the confirmed order.

18. Delivery terms, costs and estimated dates will be stated at checkout, in the quotation or in the order confirmation. The customer is responsible for providing: - a complete and accurate delivery address; - a working contact number; - access instructions; - notice of stairs, narrow passages, restricted access or estate requirements; - a person authorised to receive the order. Additional delivery costs caused by incorrect information, failed delivery, restricted access or customer unavailability may be charged to the customer. Goods remain at our risk until accepted by the customer or the customer’s authorised representative, subject to applicable law. Where the customer appoints or independently contracts a courier, the allocation of risk will be determined by the applicable law and the agreed collection arrangement.
19. Collection Customers collecting orders must do so during agreed collection times. The person collecting may be required to provide: - the order number; - identification; - written authority from the customer; - proof of payment. The customer is responsible for using a suitable vehicle and properly securing the products. KooweeeKidz is not responsible for damage caused after collection by unsuitable transport, incorrect loading, failure to secure the goods or exposure to rain or adverse conditions, except where the damage was caused by our conduct.

20. Inspection on delivery or collection The customer should inspect the packaging, quantities and visible condition of the goods as soon as reasonably possible. Visible courier damage, missing parcels or incorrectly supplied products should preferably be reported within 48 hours, with: - the order number; - photographs of the packaging; - photographs or video of the product; - a description of the issue; - courier documentation, where applicable. This reporting period helps us investigate courier claims and does not remove statutory rights that cannot lawfully be limited. If a product appears unsafe, the customer must stop using it and contact KooweeeKidz immediately. ## 20.
21. Assembly and installation Some products are supplied flat-packed or partly assembled. The customer must: - read all instructions before assembly; - use the correct components and tools; - follow the prescribed assembly sequence; - ensure all joints and fasteners are properly engaged; - place the product on a stable, level surface; - use wall anchoring where instructed or reasonably required; - periodically inspect the product; - keep small parts and packaging away from children. Where a customer appoints a third party to assemble or install the product, that person acts on behalf of the customer unless appointed directly by KooweeeKidz. Damage caused by incorrect assembly, modification or installation is not a manufacturing defect.
22. Safe use and supervision Children must be supervised appropriately for their age and abilities. Unless a product is expressly designed for that purpose, customers must not permit children or adults to: - stand on tables, chairs, shelves or storage units; - climb shelving; - rock products not designed for rocking; - overload shelves, seats or surfaces; - drag occupied furniture; - use products on unstable or uneven surfaces; - use indoor

products outdoors; - expose products to excessive water, heat or humidity; - alter structural components. Tall furniture must be anchored where required by the product instructions, environment or foreseeable use. The customer must discontinue use if the product becomes unstable, damaged, loose or unsafe.

23. Product care Unless specific instructions state otherwise: - clean products with a soft, lightly damp cloth; - dry surfaces promptly; - do not soak the plywood or edges; - do not use abrasive cleaners or harsh chemicals; - do not expose products to standing water; - avoid prolonged direct sunlight and excessive heat; - do not store products in damp or unventilated areas; - wipe spills promptly; - inspect joints and components periodically. Failure to follow reasonable care instructions may damage the product and affect any claim relating to that damage.
24. Quality and statutory warranty KooweeeKidz will supply products that are reasonably suitable for their ordinary intended purpose, of reasonable quality and compliant with the material specifications of the confirmed order. The customer retains all applicable rights under the Consumer Protection Act, including the implied warranty of quality. Where a qualifying defect, unsafe feature or failure exists within the statutory warranty period, the remedy will be administered in accordance with applicable law and the Refund and Cancellation Policy. Any additional voluntary or express warranty offered by KooweeeKidz is in addition to, and does not replace, statutory rights.
25. Matters that are not ordinarily defects Subject to applicable law, the following will not ordinarily constitute defects: - natural grain, colour or veneer variation; - minor colour variation between batches; - reasonable manufacturing tolerances; - ordinary wear and tear; - gradual finish wear from normal use; - damage caused

by water, moisture, heat or direct sunlight; - damage caused by impact, dragging, climbing or overloading; - damage caused by incorrect assembly; - damage caused by unauthorised alterations or repairs; - use contrary to instructions; - commercial or outdoor use where the product was sold for indoor household use; - damage arising after delivery from improper storage or transport; - variations disclosed to and accepted by the customer before purchase. Each matter will be assessed on its individual facts.

26. Repairs and replacement parts KooweeeKidz may offer replacement components or repairs outside the statutory warranty period at an agreed cost. A quotation may include: - replacement parts; - labour; - finishing; - packaging; - collection and redelivery; - courier costs. No repair may be undertaken without the customer's approval where a charge will apply.
27. Storage and uncollected orders The customer must collect or accept delivery within the agreed period after being notified that the order is ready. Where an order remains uncollected or delivery cannot be completed for reasons attributable to the customer, KooweeeKidz may charge reasonable storage, handling and redelivery costs after giving notice. KooweeeKidz will not dispose of or resell paid goods except in accordance with applicable law and after reasonable written notice. Storage does not transfer risk to the customer earlier than permitted by law, but KooweeeKidz will not be responsible for deterioration caused by an unreasonably extended customer-requested storage period where the customer was warned of that risk.
28. Website availability We aim to keep the website accurate and available but do not guarantee uninterrupted or error-free access. We may: - perform maintenance; - correct errors; - update products and prices; - suspend website functions; - withdraw

products; - introduce security controls. KooweeeKidz is not liable for temporary website unavailability outside our reasonable control, subject to applicable law.

29. Intellectual property All rights in the KooweeeKidz website and brand materials belong to KooweeeKidz or its licensors, including: - names; - logos; - product designs; - drawings; - photographs; - renderings; - catalogue layouts; - copy; - graphics; - product names; - CNC files; - technical documents; - marketing materials. Website content may not be copied, reproduced, commercially used, adapted, distributed or used to manufacture competing products without prior written permission. Purchasing a product does not transfer intellectual property rights in the product design or related materials.
30. Customer reviews and submitted content Where a customer submits a review, photograph or other content, the customer confirms that: - the content is truthful; - the customer owns it or has permission to submit it; - it does not infringe another person's rights; - it does not disclose another person's private information without permission; - it is not unlawful, abusive or misleading. KooweeeKidz may moderate or remove content that does not comply with these requirements. We will request appropriate permission before using identifiable customer or child photographs in public marketing.
31. Third-party services and links The website may use or link to third-party services such as: - payment gateways; - courier providers; - social media platforms; - mapping services; - website hosting services. Those services may be governed by their own terms and privacy policies. KooweeeKidz is responsible for its own obligations but is not responsible for the independent conduct or content of third parties outside our control.

32. Limitation of liability Nothing in these Terms excludes liability that cannot lawfully be excluded, including liability arising from gross negligence where exclusion is prohibited. To the extent permitted by law, KooweeeKidz will not be liable for indirect, consequential or special losses that were not reasonably foreseeable when the transaction was concluded. KooweeeKidz will not be responsible for loss or damage caused by: - customer misuse; - incorrect assembly; - unauthorised alteration; - failure to follow warnings or instructions; - inaccurate information supplied by the customer; - unsuitable site conditions; - normal wear and tear; - events beyond our reasonable control. Any limitation will be applied only to the extent that it is fair, reasonable and lawful.
33. Customer indemnity To the extent permitted by law, the customer indemnifies KooweeeKidz against third-party claims arising directly from: - unlawful use of the products; - customer-supplied designs or intellectual property; - inaccurate specifications supplied by the customer; - unauthorised resale representations; - structural alterations made after supply; - use contrary to instructions. This indemnity does not apply to loss caused by KooweeeKidz's unlawful conduct, negligence or breach of its statutory obligations.
34. Events beyond reasonable control KooweeeKidz will not be treated as being in breach where performance is prevented or materially delayed by an event beyond our reasonable control, including: - natural disaster; - fire; - flood; - severe weather; - civil unrest; - strike; - epidemic; - governmental restriction; - transport shutdown; - supplier failure outside our reasonable control; - widespread utility interruption; - machinery failure despite reasonable maintenance. We will take reasonable steps to reduce the effect of the event and communicate material delays. Where

performance becomes impossible, the parties' rights will be determined in accordance with applicable law and the actual work and costs incurred.

35. Personal information KooweeeKidz processes personal information for purposes including: - processing orders; - taking payment; - arranging delivery; - communicating with customers; - administering warranties and complaints; - fraud prevention; - legal and accounting compliance. Personal information will be handled in accordance with our Privacy Policy and applicable data-protection law. Customers must ensure that personal information supplied for another person, including a delivery recipient, is supplied lawfully.
36. Complaints should be submitted to: Email: sales@kooweeekidz.com, Telephone or WhatsApp:+2764 7731 313. The complaint should include: - the customer's name; - order or invoice number; - contact details; - a clear description of the issue; - relevant photographs or documents; - the preferred resolution. We will acknowledge and investigate complaints within a reasonable period.
37. Dispute resolution The parties should first attempt to resolve disputes directly and in good faith. Where a dispute cannot be resolved, either party may use any remedy or dispute-resolution forum available under South African law, including an applicable ombud, consumer authority, tribunal or court. Nothing in these Terms prevents a consumer from approaching the National Consumer Commission or another competent body where legally entitled to do so.
38. Governing law These Terms and all transactions with KooweeeKidz are governed by the laws of the Republic of South

Africa. Any jurisdiction clause is subject to the customer's rights under applicable consumer legislation.

39. Severability If any term is unlawful, invalid or unenforceable, that term will be interpreted or limited to the minimum extent necessary to make it lawful. If it cannot be corrected by interpretation, it will be severed without affecting the remaining terms.
40. No waiver A failure or delay by either party to enforce a right does not amount to a permanent waiver of that right. A waiver is only effective where clearly confirmed in writing.
41. Entire agreement and order of precedence The agreement consists of:

41.1. the confirmed order or signed quotation;
41.2. approved product specifications;
41.3. any specific written terms agreed for the order;
41.4. the Refund and Cancellation Policy;
41.5. these Terms and Conditions. Where there is a direct conflict, a later specific written agreement signed or expressly accepted by both parties will take precedence over a general term, subject to applicable law.

42. Changes to these Terms We may update these Terms from time to time. The version applicable to an order is ordinarily the version accepted when that order was placed, unless: - a legal change must apply; - the parties agree otherwise; or - the change benefits the customer without imposing an additional obligation. The current version will be displayed on our website with its effective date.
43. The highlighted custom-order and liability terms should be displayed conspicuously before the customer pays, because the CPA requires provisions limiting liability, transferring risk or

requiring acknowledgement to be presented clearly and before the transaction is concluded.

Effective date: 01/07/2026

Last updated: 20/07/2026