



SONDEZA TERMS & CONDITIONS

For the Man Who Demands the Finest

Last updated: 23/09/2026

Welcome to Sondeza.

These Terms & Conditions explain the rules that apply when you visit our website, purchase our products, create an account or apply to become a stockist. Please read them carefully before using our website or placing an order.

By using our website or purchasing from Sondeza, you agree to these Terms & Conditions, subject to your rights under applicable South African law.

1. ABOUT SONDEZA

Sondeza is a South African men's lifestyle and wellness brand.

This website is operated by Sondeza ("Sondeza", "we", "us" or "our").

Email: info@sondezasa.co.za

2. WEBSITE USE

You agree to use our website lawfully and not to interfere with its operation, attempt unauthorised access or use its content for fraudulent or misleading purposes.

We may update website content, product information and available features from time to time. We aim to keep information accurate, but occasional errors or omissions may occur.

3. AGE REQUIREMENTS

Sondeza's male enhancement products are intended for adults aged 18 years and older.

By purchasing an age-restricted product, you confirm that you meet the applicable age requirement. You are responsible for ensuring that any product you purchase is appropriate for its intended user.

4. PRODUCT INFORMATION & RESPONSIBLE USE

Please read all product information, directions, warnings and storage instructions before use. Our enhancement products are not intended to diagnose, treat, cure or prevent any medical condition. Information on our website is provided for general information and does not replace advice from a qualified healthcare professional.

If you have a medical condition, take medication or are uncertain whether a product is suitable for you, consult a qualified healthcare professional before use. Do not exceed the recommended amount stated on the packaging.

Individual experiences may vary.

5. PRODUCT AVAILABILITY

All products are subject to availability.

We may introduce new products, change packaging or discontinue products from time to time. Product images are provided to help you identify our range; minor differences in appearance may occur.

Products described as coming soon are not available for immediate purchase unless expressly stated otherwise. Any anticipated launch date may change.

6. PRICING & PAYMENT

Prices displayed on our website are in South African rand (ZAR), unless otherwise stated.

Applicable delivery charges and any additional charges will be communicated before an order is finalised.

Payment must be completed using an available payment method or an arrangement expressly agreed with an authorised Sondeza representative.

If an obvious pricing or product-description error occurs, we will contact you before proceeding with the affected order.

7. ORDERS & ORDER CONFIRMATION

Placing an order constitutes an offer to purchase the selected products. An order is accepted once Sondeza confirms it.

We may be unable to fulfil an order because of unavailable stock, an incorrect listing, payment issues, an undeliverable address or a legal restriction. If we cannot fulfil an order for which payment has already been received, we will arrange an appropriate refund.

Please ensure that your name, contact information and delivery address are accurate when placing your order.

8. SHIPPING & DELIVERY

Sondeza orders are delivered through either a local representative or a contracted courier, depending on the delivery area and arrangements for the order.

Our usual delivery timeframe is between 24 hours and 7 days, depending on your location, the delivery address and the delivery method. This is an estimate rather than a guaranteed delivery time.

We will communicate relevant delivery arrangements and any applicable charges before your order is completed. Delivery may be affected by public holidays, adverse weather, courier disruptions or circumstances outside our reasonable control.

If your order has not arrived within the expected timeframe, please contact us with your order details.

9. RETURNS, EXCHANGES & REFUNDS

Your safety and product integrity are important to us.

Because Sondeza's enhancement products are consumable intimate wellness products, we do not offer voluntary change-of-mind returns or exchanges. Opened, unsealed or used products cannot be returned for resale.

If your order arrives with damaged packaging that has exposed or compromised the consumable product, do not use it. Contact us as soon as possible with your order number, a description of the issue and clear photographs where available.

Please also contact us if you receive an incorrect product or believe a product is defective or unsafe. We will assess the matter and arrange an appropriate remedy in accordance with applicable law.

Nothing in these Terms & Conditions limits your rights to a return, refund, repair, replacement or cancellation where South African consumer law provides for one. Any applicable statutory cooling-off rights also remain unaffected.

10. CANCELLATIONS

If you need to cancel or amend an order, contact us as soon as possible.

We will confirm whether the request can be accommodated based on the status of your order. Once an order has been dispatched, cancellation or return requests will be handled in accordance with our Returns Policy and applicable law.

11. STOCKIST & WHOLESALE APPLICATIONS

Businesses may apply to become Sondeza stockists through our Stock the Brand page.

Submitting an application does not guarantee approval, product availability, exclusive distribution rights or any particular wholesale terms. Our team will review the information provided and contact applicants about suitable partnership opportunities.

Wholesale prices, minimum order quantities, payment arrangements, marketing support and distribution terms will be communicated separately and, where appropriate, confirmed in a written agreement.

You confirm that the information submitted in your application is accurate and that you are authorised to enquire on behalf of the business.

12. MEMBERSHIP & THE SONDEZA JOURNAL

Where membership features are available, members are responsible for keeping their account details and login credentials secure.

The Sondeza Journal provides articles, perspectives and practical information on topics such as mindset, health, wealth, relationships and lifestyle. Its content is for general informational purposes and should not be treated as personalised medical, psychological, legal or financial advice.

Membership features, content and benefits may change. Any specific paid membership terms, if introduced, will be communicated before purchase.

13. PRIVACY & PERSONAL INFORMATION

We collect and process personal information to operate our website, manage orders, arrange deliveries, respond to enquiries and assess stockist applications.

Our handling of personal information is governed by our Privacy Policy and applicable South African data-protection law.

Marketing communications will be handled in accordance with applicable law and your communication preferences.

14. INTELLECTUAL PROPERTY

The Sondeza name, logo, brand identity, website design, photographs, written content and other original materials belong to Sondeza or their respective rights holders.

You may not reproduce, distribute, alter or use our branding or website content for commercial purposes without prior written permission.

Authorised stockists may use approved Sondeza marketing materials in accordance with the terms communicated to them.

15. THIRD-PARTY SERVICES

Our website may use third-party services for functions such as payments, delivery or website operation.

Those services may be subject to their own terms and privacy practices. We are not responsible for third-party websites that we do not own or control, but this does not limit any responsibility we have to you under applicable law.

16. LIABILITY

We take reasonable care in providing our products, processing orders and maintaining our website.

To the extent permitted by law, we are not responsible for losses caused by circumstances outside our reasonable control or by use of a product contrary to its instructions and warnings.

Nothing in these Terms & Conditions excludes or limits liability that cannot lawfully be excluded, or any rights and remedies available to consumers under applicable law.

17. CHANGES TO THESE TERMS

We may update these Terms & Conditions when our business practices, website features or legal obligations change.

The updated version will be published on this page with a revised date. Changes will not remove rights you have already acquired under an existing order or applicable law.

18. GOVERNING LAW

These Terms & Conditions are governed by the laws of the Republic of South Africa, subject to any mandatory consumer-protection provisions that apply.

If you have a complaint or dispute, please contact us first so that we can try to resolve the matter.