

LUMERA

ELEVATE EVERY DETAIL

WEBSITE POLICIES

Shipping • Returns & Exchanges • Customer Care • Privacy & Safety • Terms & Conditions • Wholesale

Prepared for online sales in South Africa

Version: July 2026

IMPORTANT NOTICE

These policies are intended as practical website terms for Lumera and are designed around key South African consumer and privacy principles. They should be reviewed by a South African attorney before publication and updated to reflect Lumera's final company details, courier arrangements, payment methods, tax status, and operational procedures.

1. SHIPPING POLICY

Overview

At Lumera, we strive to deliver every order with the same care and attention that goes into every product we create.

Delivery Areas

We currently deliver throughout South Africa. International shipping may be introduced in future.

Processing Times

Orders are processed Monday to Friday, excluding public holidays. Orders are typically dispatched within 1-3 business days. During promotional periods, launches, or peak seasons, processing may take longer.

Estimated Delivery Times

Major cities: 1-3 business days after dispatch. Regional areas: 2-5 business days. Remote or outlying areas: 3-7 business days. Delivery times are estimates and may be affected by courier delays, weather, public holidays, strikes, load-shedding, access restrictions, or other circumstances beyond Lumera's reasonable control.

Shipping Costs

Shipping charges are calculated and displayed at checkout. Free shipping may apply to qualifying orders or promotions, subject to the terms of the relevant offer.

Order Tracking

Once an order has been dispatched, the customer will receive tracking information by email, SMS, WhatsApp, or another available communication channel.

Delivery Address

Customers must provide complete and accurate delivery information. Lumera is not responsible for delays or additional charges caused by incorrect, incomplete, or inaccessible delivery details supplied by the customer.

Delivery Attempts and Uncollected Parcels

Where delivery cannot be completed because no authorised person is available, the courier's re-delivery or collection procedures will apply. Additional courier charges caused by failed delivery attempts or uncollected parcels may be charged to the customer where legally permissible.

Damaged Deliveries

A customer who receives a damaged parcel should photograph the outer packaging and affected products and contact Lumera within 48 hours, including the order number and supporting photographs. This reporting period does not remove any rights the customer may have under applicable South African law.

2. RETURNS & EXCHANGE POLICY

General Returns

Lumera wants customers to be satisfied with their purchases. Eligible products may be returned in accordance with this policy and applicable South African consumer law.

Return Period

A return request should normally be submitted within 14 days after delivery. For eligible online transactions, any statutory cooling-off rights under the Electronic Communications and Transactions Act remain applicable.

Condition of Returned Products

Unless the product is defective, unsafe, incorrectly supplied, or not as described, it must be unused, unopened where applicable, in its original packaging, complete with accessories, and in a condition suitable for resale. Proof of purchase is required.

Hygiene-Sensitive and Non-Returnable Products

For hygiene, health, and safety reasons, Lumera may not accept change-of-mind returns of opened or used body care products, room sprays, diffuser liquids, linen, towels, bath products, or other sealed goods that are not suitable for return once unsealed. Customised, personalised, or made-to-order products and gift cards may also be excluded from change-of-mind returns. These exclusions do not apply where products are defective, unsafe, incorrectly supplied, or otherwise protected by law.

Defective or Incorrect Products

Where a product is defective, unsafe, damaged before delivery, incorrectly supplied, or not as described, Lumera will provide the remedy required by applicable law. Depending on the circumstances, this may include repair, replacement, or refund.

Return Shipping Costs

For a change-of-mind return, the customer may be responsible for the reasonable cost of returning the product. Where Lumera supplied the wrong product or the product is defective or damaged, Lumera will arrange or reimburse reasonable return costs, subject to verification.

Refunds

Approved refunds will be processed to the original payment method, normally within 7-10 business days after approval. Bank and payment-provider processing times may vary. Original shipping charges are generally not refundable for change-of-mind returns, except where required by law.

Exchanges

Exchanges are subject to stock availability. Where a replacement item costs more, the customer must pay the difference. Where it costs less, the difference will be refunded or credited, as agreed and where lawful.

How to Request a Return

Contact Lumera Customer Care with the order number, product details, reason for return, and photographs where relevant. Products should not be sent back before return instructions have been issued.

3. CUSTOMER CARE

Our Commitment

Lumera is committed to professional, respectful, and responsive customer service.

Assistance Available

Customer Care can assist with orders, deliveries, product information, returns, exchanges, hospitality supply, corporate gifting, and wholesale enquiries.

Contact Details

Email: support@lumerahome.co.za

Business hours: Monday-Friday, 08:00-17:00

Closed on weekends and South African public holidays.

Response Time

Lumera aims to respond within one business day. More complex investigations, courier claims, or payment queries may require additional time.

Complaints

Customers should provide their order number, contact details, a clear description of the issue, and any supporting evidence. Lumera will attempt to resolve complaints fairly and in accordance with applicable law.

4. PRIVACY & SAFETY POLICY

Privacy Commitment

Lumera respects customer privacy and processes personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA), where applicable.

Information We May Collect

Lumera may collect names, contact details, billing and delivery addresses, order information, payment status, device or browser information, website activity, and communications with Customer Care.

How Information Is Used

Personal information may be used to process and deliver orders, manage payments, provide customer support, prevent fraud, comply with legal obligations, improve services, and send marketing communications where consent or another lawful basis exists.

Sharing of Information

Lumera does not sell personal information. Information may be shared with carefully selected service providers, including payment processors, couriers, website hosts, IT providers, accountants, professional advisers, and fraud-prevention providers, only where reasonably necessary and subject to appropriate safeguards.

Payment Security

Lumera does not intentionally store full payment-card details where payments are processed by an authorised third-party payment gateway. Customers should ensure that they use secure devices and protect their account credentials.

Cookies and Analytics

The website may use cookies and similar technologies for essential functionality, preferences, analytics, security, and marketing. Where required, users will be given appropriate information or choices regarding non-essential cookies.

Data Retention

Personal information will be retained only for as long as reasonably necessary for the purpose for which it was collected, including legal, tax, accounting, warranty, and dispute-resolution requirements.

Customer Rights

Subject to applicable law, customers may request access to, correction of, or deletion of personal information, object to certain processing, or withdraw consent. Requests may be sent to Lumera Customer Care.

Data Security

Lumera uses reasonable technical and organisational measures to protect personal information. No online system is completely secure, and customers should promptly report suspected unauthorised account activity.

5. GENERAL TERMS & CONDITIONS

Acceptance of Terms

By accessing the Lumera website, creating an account, or placing an order, the customer agrees to these Terms and Conditions and any additional terms displayed during checkout.

Business Information

Lumera's legal entity name, registration number, physical address, contact details, and other disclosures required for online suppliers must be displayed on the website before trading.

Pricing

Prices are displayed in South African Rand. Prices will state whether VAT is included, where applicable. Lumera may update prices at any time before an order is accepted.

Product Information

Lumera takes reasonable care to present product information accurately. Colours, textures, grain, pattern placement, dimensions, fragrance perception, and finishes may vary slightly due to natural materials, production batches, lighting, screens, and manufacturing tolerances.

Availability

Products are subject to availability. If stock becomes unavailable after payment, Lumera will contact the customer and provide an appropriate replacement option, credit, or refund.

Orders and Contract Formation

An automated order confirmation acknowledges receipt of an order but does not necessarily mean the order has been accepted. The sale is accepted when Lumera confirms dispatch or otherwise expressly accepts the order.

Payment

Orders are processed after successful payment or approved payment authorisation. Available payment methods will be shown at checkout.

Pricing or Listing Errors

Where a genuine and obvious pricing, product-description, or system error occurs, Lumera may decline or cancel the affected order before dispatch, subject to applicable consumer law, and refund any amount already paid.

Fraud Prevention

Lumera may request additional verification or refuse an order where there are reasonable grounds to suspect fraud, misuse, unlawful activity, or unauthorised payment.

Promotions

Promotional offers are subject to their stated dates, stock limits, eligibility requirements, and exclusions. Promotions may not be combined unless expressly stated.

Intellectual Property

Lumera's trademarks, logos, product names, photographs, graphics, designs, packaging, website content, and written materials may not be copied, reproduced, distributed, or commercially used without prior written permission.

Customer Conduct

Customers may not misuse the website, interfere with its operation, attempt unauthorised access, submit unlawful or harmful content, or use Lumera's intellectual property without permission.

Limitation of Liability

To the fullest extent permitted by law, Lumera is not liable for indirect, incidental, or consequential loss arising from use of the website or products. Nothing in these Terms excludes or limits liability or consumer rights that cannot lawfully be excluded.

Events Beyond Reasonable Control

Lumera is not responsible for delay or failure caused by events beyond its reasonable control, provided it takes reasonable steps to minimise the effect and complies with applicable law.

Changes to Terms

Lumera may update these policies from time to time. The version published on the website at the time of an order will generally apply to that order, unless a change is required by law.

Governing Law

These Terms are governed by the laws of the Republic of South Africa. Customers retain any rights to approach applicable consumer bodies, regulators, ombuds, tribunals, or courts.

6. WHOLESALE INQUIRIES

Wholesale Partnerships

Lumera welcomes enquiries from selected retailers, interior designers, hotels, guest houses, lodges, property developers, spas, corporate gifting companies, lifestyle stores, and online retailers that share Lumera's commitment to quality and presentation.

Potential Wholesale Benefits

Benefits may include competitive wholesale pricing, hospitality collections, nationwide delivery, selected private-label opportunities, corporate gifting solutions, and product-specific minimum order quantities.

How to Apply

Email wholesale@lumerahome.co.za with the company name, contact person, business registration number, VAT number where applicable, website or social-media links, estimated purchase volume, delivery location, and products of interest.

Approval and Trading Terms

Wholesale accounts are subject to approval. Pricing, minimum order quantities, lead times, payment terms, delivery charges, branding rights, resale conditions, and return arrangements will be confirmed in a separate written wholesale agreement or quotation.

No Automatic Appointment

Submitting an enquiry does not create an agency, distributorship, exclusivity arrangement, or obligation on Lumera to supply products.

7. SOUTH AFRICAN LEGAL ALIGNMENT

These policies are intended to support compliance with South African consumer and online-sales requirements, including principles arising from the Consumer Protection Act, the Electronic Communications and Transactions Act, and POPIA. Lumera should ensure that its website also displays all legally required supplier information, checkout disclosures, payment details, delivery arrangements, cancellation rights, complaint channels, and any industry-specific notices relevant to the products sold.

Before publication: replace all placeholder contact information and add Lumera's registered company name, registration number, physical address, telephone number, information officer or privacy contact, and final returns address.