



Privacy Policy

This website under the domain name is owned and operated by Lightypower (Pty) Ltd, under the brand Lighty.

Our Commitment to Privacy

Your privacy is very important to us, and we will always act to protect your personal information. We take this responsibility seriously and are very careful about how and when your personal information is collected, used, and shared. This statement outlines our commitment, why we need to collect personal information, who we may share that personal information with, and how you may request access to and correction of the personal information that we hold. This statement relates to personal information we collect through the Website.

What We Collect

The type of personal information we collect depends on the type of service or interaction you wish to receive. Personal information we collect may include:

- Your name, address, phone, and other contact details (e.g., fax, email);
- Date of birth and gender;
- Merchandise information (purchases, orders, etc.);
- Method of payment (Note: we do not store your credit card details; they are secured by 128-bit SSL encryption and transmitted directly to our payment processing provider);
- Information about your online behaviour and patterns when using our website, such as the time and date of your visit, pages viewed, and navigation details.

Sometimes we may also collect other personal information, such as shopping habits or interests, to improve our service and product offering to you. If you decide not to provide your personal information, we may not be able to provide you with access to certain information, products, or services.

How We Collect It

Personal information is generally supplied directly by you through our Website.

Examples include:

- Details you provide when placing an order, opening an account, subscribing to emails, joining a mailing list, entering a competition, submitting an inquiry, or providing feedback.

We may also collect information about you from third parties, such as:

- Public sources;
- Related companies;
- Your organization or representatives;
- Information service providers.

Additionally, we use cookies and third-party tracking and analytics software to measure user behaviour, improve website performance, and enhance your experience. Most Internet browsers accept cookies by default; however, you can adjust your browser settings to disable or warn you about cookies. Disabling cookies may limit certain features on our Website.

Why We Collect It

We collect personal information for various purposes, including to:

- Deliver, administer, and improve products and services;
- Complete transactions with you or on your behalf;
- Protect against fraud or theft;
- Provide offers and promotions of potential interest or benefit to you;
- Conduct market research;
- Work with related companies and service providers;
- Maintain and update our records;
- Protect the rights, property, and safety of Lighty, our customers, and others;
- Facilitate acquisitions and potential acquisitions of our business and assets;
- Provide a premium customer experience.

Who We Share It With

We may share your personal information with other companies to assist in service delivery or provide support services, including:

- Postal, data processing, research, and analysis;
- Technology, banking, payment, debt collection, and maintenance services.

We may also use or disclose your personal information:

- With your consent or upon notification;
- Where required or authorized by law, including in emergencies or to assist law enforcement agencies.

Third-Party Sites

This Website may contain links to websites operated by third parties. This privacy statement applies only to personal information collected through our Website. We are not responsible for personal information collected, stored, or used by such third-party websites. We recommend reviewing the privacy policies of any websites you visit.

Use of This Website in South Africa

This Website supports our customers in South Africa. We comply with the Protection of Personal Information Act (POPIA) when collecting, using, and storing personal information. If you live in South Africa, you have the right to:

- Request correction or deletion of personal information if it is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, obtained unlawfully, or no longer authorized to be retained;
- Contact us regarding your personal information or privacy concerns.

Please refer to our PAIA Manual for further details, including the process for making requests and response times.

Children

We do not knowingly collect personal information from anyone under 18 years of age. If you are a parent or guardian aware that your child has provided us with

personal information, please contact us. If we discover personal information from a minor without verified parental or guardian consent, we will take steps to delete it.

Recruitment Privacy Policy

We respect the privacy of personal information provided during recruitment.

Personal Information Collected

Personal information collected during recruitment may include:

- Name, address, phone, and other contact details;
- Date of birth, identification details, qualifications, skills, and experience;
- Screening and background checks (e.g., health, criminal record, eligibility to work);
- Records of interactions with us (email, phone, online).

Use and Disclosure of Personal Information

We collect, use, and disclose personal information for purposes such as:

- Evaluating job applications;
- Conducting screening checks;
- Managing the recruitment process;
- Protecting against fraud or theft;
- Working with related companies and service providers.

Personal information may be shared with referees, current and past employers, academic institutions, law enforcement agencies, and other relevant organizations. Without your personal information, we may not consider you for positions.

Applicants in South Africa

Candidates based in South Africa are subject to POPIA compliance. You may access or update your personal information or raise privacy concerns by contacting us. Refer to our Privacy Policy and PAIA Manual for further information.

Contact Us

For privacy-related inquiries, please contact us:

Email: info@lightypower.com

Returns and Warranty

Return of Merchandise (RMA) and Warranty Policy for Lightypower (Pty) Ltd

At Lighty, we value your satisfaction and strive to ensure that you are happy with your purchase. Should you not be completely satisfied with a product, you may return it for a refund, credit, repair, or replacement, subject to the terms and conditions outlined below.

Returns Process

1. **Notification:** You must notify us of your intention to return an item within **7 days of receipt**.
2. **Return Deadline:** Ensure the item is ready for return within **10 days of the delivery date**.
3. **Reason for Return:** Select the appropriate reason for your return when logging your request:
 - Changed my mind / Item exchange
 - Faulty on arrival
 - Incorrect item received

Warranty Coverage

- All items are covered by a **12-month warranty** (unless otherwise stated).
- Items will be repaired, replaced, or refunded depending on stock availability after evaluation by Lighty.
- If an item is assessed and found to be in working order, a collection fee will apply.

Collection Fees

- For returns with free shipping: **R100**.
- For returns with a shipping surcharge: the same surcharge will apply for collection.

Return Shipping and Refunds

- Customers are responsible for shipping fees to return items to Lighty.
- Lighty will cover return shipping only if the item is replaced due to a fault.
- For returns due to customer error (e.g., ordered incorrectly, no longer needed), a collection fee will be deducted from the refund.

- Faulty units returned within **6 months** will have return shipping covered. After 6 months, a return shipping fee (starting from **R100**) will apply.

Inspection and Processing Times

- Returned items are subject to inspection. In some cases, they may need to be sent to the supplier for further evaluation, which can take up to **15 working days**.
- Approved refunds will be processed within **3-5 business days** after approval.

Conditions for Refunds and Returns

- A **30% restocking fee** applies for items that are not in brand-new condition or if packaging/seals are broken.
- Repackage the item safely and include all original packaging.
- Software products are non-refundable once purchased.

Warranty Limitations

- Warranty is void if the warranty sticker is missing or tampered with.
- **Batteries:** GEL, AGM, and Lead Acid batteries have limited cycles (typically around 200 cycles). Once cycles are depleted, they are no longer covered under warranty.

Warranty Exclusions

The warranty is void under the following conditions:

1. Damage caused by misuse, improper use, or failure to follow operating instructions.
2. Physical damage occurring after delivery.
3. Damage caused by electrical surges, lightning, faulty wiring, or improper installations.
4. Infestation by insects or pests.
5. Water or liquid damage.
6. Tampering or repairs by unauthorized persons.
7. Use of unauthorized parts or modifications to the product.
8. Damage due to force majeure (e.g., natural disasters).

Special Notes

- Disputes regarding incorrect or short shipments must be reported within **3 days of delivery**.
- For hygiene reasons, we cannot accept returns of worn or used apparel unless faulty or damaged upon receipt.
- Lighty reserves the right to refuse refunds for items damaged by misuse, missing components, or alterations.
- Lighty and its affiliates are not responsible for damage or loss resulting from the use or misuse of products purchased from us.

Terms and Conditions of Lightypower (Pty) Ltd

Terms and Conditions of Use

By placing an order with us, you agree to our sales terms, conditions, and policies.

Application of Terms; Customer Acknowledgment

These Terms constitute a binding contract between the Customer and Lightypower (Pty) Ltd. The Customer acknowledges agreement and acceptance of these Terms by making a purchase, placing an order, or otherwise shopping on our Website (the "Site"). These Terms are subject to change without prior notice.

Rewards Program

LightyRewards:

- LightyRewards points will be credited for every paid and successful purchase.
 - Points will not be awarded for gift card purchases.
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Vouchers

- Vouchers are not stackable. If more than one voucher is used simultaneously, we reserve the right to remove the discount of one voucher.
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Pricing and Product Images

- Prices listed on our website are subject to change without notice. All prices **include VAT**, unless otherwise stated.
 - Images on the website are for illustrative purposes only.
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Shipping; Risk of Loss

- Orders are usually processed within **2-3 hours during working hours**. Please allow up to **24 hours** for processing.
- We strive to dispatch all orders the same day if paid before **10:00 AM (weekdays)**. This is a best-effort service.

- You will receive a shipping confirmation email with a tracking number once your order is processed and shipped.
 - We ship countrywide to your door:
 - Orders under R650: Flat rate of R99.
 - Orders over R650: **Free shipping.****
 - Large/heavy items (over 2kg or volumetric equivalent) may incur additional shipping fees or require extra delivery time. Customers will be informed of any additional charges after placing the order.
 - Delivery times are estimates and exclude weekends and public holidays. We are not liable for courier delays.
 - Payment is required before shipment unless prearranged credit terms exist. Orders not paid within **48 hours** will be cancelled.
 - Free shipping does not apply to warranty repairs/replacement shipments.
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Pricing Information; Availability; Errors and Omissions

- All pricing is subject to change based on market conditions, manufacturer adjustments, or typographical errors.
 - Orders are subject to product availability. If unavailable, an alternative may be offered with a refund or additional payment based on price differences.
 - Backorder ETA (Estimated Time of Arrival) is an estimate and subject to customs or shipping delays.
 - Lighty reserves the right to refuse or cancel orders placed at incorrect prices. If payment has been made, a credit will be issued immediately.
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Limitation of Liability

- Lighty is not liable for lost profits, business losses, or indirect damages, including delays caused by courier companies or external factors.
 - Lighty's liability for defective products is limited to the price paid for the product.
 - Customers are advised not to schedule third-party services (e.g., electricians) before product delivery.
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Orders and Payment Terms

- Payment must be completed before shipment. Proof of Payment must be emailed to payments@lightypower.com.
 - Unpaid orders will be cancelled after **48 hours**.
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Returns and Warranty Policy

We want you to be satisfied with your purchase. If not, you can return the product for a refund, credit, or replacement under the following terms:

1. Return Period:

- Notify us within **7 days** of receipt.
- Items must be returned within **10 days** after notification.

2. Reasons for Return:

- Changed my mind / Item exchange.
- Faulty on arrival.
- Incorrect item received.

3. Warranty:

- All items have a **12-month warranty** unless stated otherwise.
- Evaluations are required before accepting warranty claims.
- Faulty items returned after **6 months** will incur shipping fees (starting at R99).

4. Conditions:

- Items returned in non-original condition may incur a **30% restocking fee**.
- Software products are non-refundable.
- Warranty void if seals are tampered with or items show misuse, damage, or unauthorized repairs.

5. Shipping Fees:

- Return shipping costs are borne by the customer unless the item is faulty (within 6 months).
- Lighty will pay for return shipping for valid warranty claims.

Batteries and Inverters

- Battery warranties depend on usage cycles (e.g., 200-300 cycles for high/deep-cycle batteries).
- Frequent load shedding may reduce battery lifespan. Proper use and maintenance are critical to preserving warranty coverage.
- Warranty does not cover battery degradation due to excessive or improper use.

Newsletter

- Subscribers receive product updates, special deals, and giveaways.
- To unsubscribe, click the unsubscribe link in any newsletter or email newsletter@lightypower.com.

Privacy and Security

- Lighty values your privacy. Personal information is never sold or shared with third parties unless required by law.
- For concerns, contact us at info@lightypower.com.

Shipping Info: Terms and Conditions for Lightypower (Pty) Ltd

Order Processing

- During working hours, orders are typically processed within 2-3 hours. However, please allow up to 24 hours for your order to be fully processed.
- Lighty usually ships orders within one business day after they have been placed (this excludes weekends and public holidays). While we strive to dispatch all orders placed before 10 am (weekdays) on the same day, this is a **BEST EFFORT service** and cannot be guaranteed.

Delivery Services

- We deliver countrywide, directly to your door.
- For orders under R650, a flat shipping rate of R99 applies.
- For orders over R650, shipping is **FREE!**

Courier Services

- We use a reliable **courier service** and do not ship via the post office.
- Delivery to major urban centres is typically overnight (next business day service).
- Deliveries to outlying areas may take an additional 2-3 business days.

Large and Bulky Items

- Please note that large items (over 2kg) may require an extra 1-2 days for shipping.
- Larger or heavier items may also incur a higher delivery fee. We will inform you after your order has been placed if additional courier fees apply. This also includes volumetric calculations where the length x breadth x height of a package exceeds the equivalent of 2kg.

Shipping Confirmation

- You will receive a shipping confirmation email, including a tracking number, once your order has been processed and shipped.

Shipping Costs

- Lighty charges shipping and handling fees for every shipment unless a special promotion or contract term specifies otherwise. These fees include carrier freight, packaging, and handling costs.

Delivery Timeframes

- Delivery times provided are estimates only. Lighty will not be held liable for delays caused by courier companies.

Delivery Limitations

- Please note that we are unable to deliver to certain townships, farms, plots, or extremely remote areas.

Payment Terms

- Payment must be completed before shipment, unless prior credit terms have been arranged.
- No items will be shipped until proof of payment is emailed to payments@lightypower.com.
- Payment must be completed within three days of placing your order. Failure to do so will result in order cancellation.

Additional Notes

- **FREE shipping** does not apply to reshipping of warranty repairs or replacements.
- Large or bulky items may be excluded from free shipping promotions.

Thank you for choosing Lighty! If you have any questions or concerns regarding shipping, please contact our customer service team at support@lightypower.com.