Decanted — Terms of Use

Effective date: 1 September 2026

1. Who We Are

This website is operated by **Decanted Sounds (Pty) Ltd** (registration number 2026 / 663045 / 07), a company registered in the Republic of South Africa ("**Decanted**", "**we**", "**us**", "**our**").

These Terms of Use ("**Terms**") govern your access to and use of this website, and your purchase of any wine, event tickets, or merchandise from us. By accessing this website or making a purchase, you agree to be bound by these Terms. If you do not agree, please do not use this website.

2. Website Use

This website provides information about Decanted events, wine, ticketing, and merchandise, and allows you to purchase these directly from us. You agree to use this website only for lawful purposes and not in any way that could damage, disable, or impair the site or interfere with any other party's use of it.

3. Payments

All payments made through this website are processed by our third-party payment provider, **Yoco (Pty) Ltd**. We do not collect, process, or store your card or banking details — these are handled entirely by Yoco on its secure platform. By making a purchase, you also agree to Yoco's own terms of service, which are available at yoco.com. We are not responsible for any error, delay, or failure of the Yoco payment platform.

4. Ticket Sales

4.1 All ticket sales are final. Once a ticket has been purchased, no refunds, exchanges, or credits will be given for:

- change of mind;
- inability to attend;

- scheduling or personal conflicts; or
- weather conditions.

4.2 If an event is **postponed**, tickets already purchased will remain valid for the new date.

4.3 If an event is **cancelled** outright, refund arrangements (if any) will be communicated directly to ticket holders through official Decanted channels (email and/or social media).

4.4 Tickets are non-transferable unless we expressly state otherwise for a specific event.

4.5 We reserve the right to refuse entry or remove any person from an event, without refund, for conduct that breaches our Code of Conduct (clause 8) or the venue's rules.

5. Wine and Merchandise Sales — Refunds, Returns and Exchanges

5.1 General rule — no refunds on used items. We do not offer refunds, returns, or exchanges on:

- wine that has been opened or consumed; or
- merchandise (including clothing) that has been worn, washed, or used.

5.2 Limited exchange/return window for unused items. Where a wine or merchandise item is **unused** — for example, an unopened bottle of wine or an unworn T-shirt — you may request a return, exchange, or refund **within 7 (seven) working days** of the date you received the item, provided that:

- the item is unopened (wine) or unworn and in its original condition with tags/packaging intact (merchandise);
- you provide proof of purchase; and
- you contact us at **connect@bydecanted.co.za** within the 7-working-day window to arrange the return.

Requests received after the 7-working-day window, or for items that have been used, opened, worn, or damaged, will not be accepted.

5.3 This clause does not limit any right you may have under the Consumer Protection Act 68 of 2008, to the extent that Act applies to your purchase.

5.4 Merchandise may be produced as a limited run or made to order. Please check sizing and product details carefully before purchasing, as this does not change the return conditions in clause 5.2.

6. Intellectual Property

All content on this website and at our events — including logos, branding, photographs, videos, artwork, and designs — is the property of Decanted Sounds (Pty) Ltd unless otherwise stated, and is protected under South African copyright and trade mark law. You may not copy, reproduce, distribute, or otherwise use any of this content without our prior written permission.

7. Event Changes

We reserve the right to change the artist line-up, venue, schedule, or other details of an event where reasonably necessary. Any material changes will be communicated via this website and our official social media channels. Such changes do not, on their own, entitle a ticket holder to a refund (see clause 4).

8. Code of Conduct

We are committed to a safe and respectful environment at all our events. Harassment, disorderly conduct, or any breach of festival/venue rules may result in removal from the event without a refund, and may be reported to the relevant authorities where appropriate.

9. External Links

This website may contain links to third-party websites or platforms (including Yoco). We are not responsible for the content, accuracy, or privacy practices of any third-party site, and inclusion of a link does not imply our endorsement of it.

10. Limitation of Liability

To the maximum extent permitted by South African law, Decanted Sounds (Pty) Ltd shall not be liable for any indirect, incidental, or consequential loss or damage arising from your use of this website, attendance at our events, or purchase of our products, except where such liability cannot be excluded by law.

11. Privacy

Our collection and use of your personal information is governed by our Privacy Policy, which forms part of these Terms.

12. Changes to These Terms

We may update these Terms from time to time. The updated version will be posted on this website with a revised effective date, and will apply to any purchase made after that date.

13. Governing Law and Jurisdiction

These Terms are governed by the laws of the Republic of South Africa. Any dispute arising from these Terms, or your use of this website, is subject to the exclusive jurisdiction of the South African courts.

14. Contact Us

For any questions about these Terms, please contact us at:

Email: connect@bydecanted.co.za