

TERMS AND CONDITIONS

Last updated 24 July 2026

Legal entity: RVZ International Group (Pty) Ltd
Registration: 2023/905207/07
Document: RVZ-TC-001 v1.0
Effective: 24 July 2026

These Terms and Conditions govern every dealing with RVZ International Group (Pty) Ltd, registration number 2023/905207/07 ("RVZ"), across all of its divisions — RVZ Marketing & Design, RVZ Personnel Services, RVZ Events & Functions, RVZ Productions, RVZ Travel, RVZ Business Solutions and the RVZ Shop — including this website, shop.rvzgroup.co.za, quotations, orders for goods and services, recruitment and labour hiring, events, travel, creative and music production, and promotional activities.

They are drafted for South African law and give effect to, and never reduce, the rights you hold under the Consumer Protection Act 68 of 2008 (CPA), the Electronic Communications and Transactions Act 25 of 2002 (ECTA), the Protection of Personal Information Act 4 of 2013 (POPIA), the National Credit Act 34 of 2005, South African labour legislation and any other law that cannot be contracted out of. Where a clause could be read as limiting such a right, it is read down only to the minimum extent required and every other term continues (see clause 24.8).

The general terms in sections 1 to 24 apply to everyone. The Schedules add division-specific terms; the Schedule for the division you are dealing with applies alongside the general terms, and where they conflict the order of precedence in clause 4.6 decides. Annexure A summarises the remedy you can expect in common situations. If you are a consumer, please read clause 19 (Limitation of Liability) in particular — it is drawn to your attention as CPA section 49 requires.

1. Company Information, Purpose and Contract Architecture

1.1 Supplier. The supplier is RVZ International Group (Pty) Ltd, registration number 2023/905207/07, trading through the divisions, brands and service lines identified in these Terms (collectively, "RVZ", "we", "us" or "our"). A division is not a separate legal person unless a quotation expressly identifies another contracting entity.

1.2 Purpose. These Terms govern access to RVZ websites, quotations, orders for goods, professional and creative services, recruitment, labour hiring, promotional activities and production services. They allocate commercial responsibility while preserving every non-excludable right.

1.3 Contract documents. A Contract comprises these Terms, the applicable Schedule, an accepted Quotation or Statement of Work, any signed addendum, order confirmation and any policy expressly incorporated and supplied or linked before acceptance. Transaction-specific terms prevail only to the extent of a direct inconsistency.

1.4 Consumer and business clients. Clauses drafted for business-to-business allocation apply to a Consumer only to the extent lawful. Where the CPA applies because of the nature of the transaction and the Consumer or juristic-person threshold then in force, the CPA controls. Nothing in these Terms states that a Consumer has fewer rights than the law provides.

1.5 Corporate standing. RVZ contracts in its own name and has the legal capacity conferred on a company by the Companies Act 71 of 2008. No director, employee, contractor or representative incurs personal liability

merely by acting for RVZ, except where personal liability arises under law or from that person's own conduct.

1.6 Languages and plain meaning. The governing text is English. RVZ will use plain and understandable language as required by the CPA. A courtesy translation does not amend the English text, but an ambiguity involving a Consumer must be resolved in the manner required by applicable consumer law.

2. Definitions and Interpretation

2.1 In these Terms the following words have the meanings given:

Applicable Law

all laws, regulations, codes, court orders, regulator directives, collective agreements and binding industry rules applicable to a Contract or activity

Business Day

a day other than Saturday, Sunday or an official public holiday in South Africa

Client

a person requesting or purchasing Goods or Services, including a Consumer where the context permits

Client Materials

content, data, marks, music, images, instructions, products and other material supplied or controlled by the Client

Consumer

a consumer as defined by the CPA or ECTA, as applicable

Contract

the binding agreement constituted under clause 1.3

Deliverable

an output expressly identified for delivery in the applicable Statement of Work

Goods

all tangible or intangible goods, merchandise, digital products and licensed content offered by RVZ

Intellectual Property Rights

copyright, performer rights, trade marks, designs, patents, confidential know-how, database rights and analogous rights

Personal Information

personal information and, where relevant, special personal information as defined by POPIA

Quotation

a written price proposal, estimate, order form or statement of work issued by RVZ

Services

all services supplied by RVZ, including recruitment, labour hiring, marketing, design, consulting, events, travel and music production

Third-Party Service

a platform, courier, manufacturer, payment provider, venue, media network, travel supplier, distributor or other independent provider

Website

www.rvzgroup.co.za, shop.rvzgroup.co.za and an RVZ-controlled subdomain or application

2.2 Interpretation. Headings aid navigation and do not limit meaning; the singular includes the plural; a person includes a natural person, company, partnership, trust or public body; "including" is illustrative; writing includes a data message capable of retention; and a reference to legislation includes amendments and replacement legislation.

2.3 Time. A period stated in days means calendar days unless “Business Days” is specified. If the last day falls on a non-Business Day, performance moves to the next Business Day unless mandatory law provides otherwise.

2.4 No contra proferentem between businesses. For a negotiated business Contract, no presumption arises against the party who drafted a term. This clause does not displace any Consumer-favouring interpretation required by the CPA.

3. Eligibility, Authority and Acceptance

3.1 Capacity. A natural person accepting a Contract must be at least 18 years old and legally capable of contracting. A person acting for an organisation warrants that they have authority to bind it.

3.2 Acceptance methods. A Contract is accepted by signature, electronic acceptance, payment of a requested deposit, written instruction to commence, submission of an order followed by RVZ acceptance, or conduct objectively showing acceptance. Merely browsing the Website binds the user only to Website-use clauses that are reasonably brought to the user’s attention.

3.3 Electronic records. Data messages, electronic signatures and click acceptance have the legal effect recognised by ECTA. RVZ may retain an electronic record of acceptance, order details, versions and notices and make it available on reasonable request.

3.4 Minors and restricted persons. RVZ does not knowingly contract with an unassisted minor or a person lacking legal capacity. Goods or Services that are age-restricted, regulated or unsuitable for minors may require identity and age verification.

3.5 Sanctions and unlawful use. RVZ may refuse a transaction where reasonably necessary to comply with law, fraud controls, sanctions, export controls, payment-provider rules or safety obligations, provided the refusal is not unfairly discriminatory and any refund legally due is processed.

4. Scope, Quotations and Order of Precedence

4.1 Scope baseline. Only work, Goods, quantities, usage rights, channels, territories, formats, milestones and assumptions expressly stated in the accepted Quotation are included. A request outside scope is a change request.

4.2 Quotation validity. Unless stated otherwise, a Quotation is open for 14 calendar days and is an invitation to do business, not a guarantee of availability. RVZ may withdraw it before acceptance, subject to law.

4.3 Estimates. An estimate is a good-faith projection based on available information and is not a fixed price unless expressly labelled “fixed”. RVZ must obtain approval before materially exceeding an estimate and must comply with CPA section 15 where applicable to repair or maintenance work.

4.4 Dependencies. Dates and fees assume timely Client instructions, approvals, access, content, data and lawful cooperation. A Client-caused delay extends milestones reasonably and may result in standby, rebooking or restart costs stated in the Quotation or agreed before being incurred.

4.5 Changes. A change is effective only when its scope, price and timing are agreed in writing. RVZ may pause the affected work while a change is evaluated. Mandatory safety, platform or legal changes may be implemented on reasonable notice.

4.6 Order of precedence

- a signed transaction-specific addendum expressly overriding a clause;
- the accepted Statement of Work or Quotation;
- the applicable division Schedule;
- these master Terms;
- a policy expressly incorporated before acceptance; and
- a Client purchase order, but only for administrative identifiers and never for conflicting legal boilerplate unless RVZ expressly signs it.

5. Prices, Taxes, Deposits and Payment

5.1 Currency and tax. Prices are in South African rand unless another currency is stated. VAT is included only if the Quotation or checkout states that it is included and RVZ is required to charge it. Duties, levies, withholding taxes, bank charges and currency-conversion costs are allocated as stated in the Contract.

5.2 Price disclosure. The displayed or quoted price, material charges and delivery charges will be disclosed before acceptance as required by the CPA and ECTA. A manifest pricing or typographical error may be corrected before order acceptance; RVZ will not rely on a price-error clause to engage in bait marketing or avoid an accepted lawful sale.

5.3 Deposits and advance payments. A deposit reserves capacity or funds third-party commitments and is applied to the final invoice. A deposit is not automatically non-refundable. On lawful cancellation, RVZ may retain only amounts permitted by the CPA, ECTA, the applicable Schedule and proven non-recoverable commitments.

5.4 Invoices. Invoices are due on the date stated. If no date is stated for a business Client, payment is due within seven calendar days of invoice. Consumer prepayments are handled and refunded as required by law.

5.5 Disputed invoices. The Client must identify a genuine invoice dispute promptly, specifying the item and basis. The undisputed portion remains payable. The parties must cooperate to resolve the dispute; silence does not waive a statutory right.

5.6 Late payment. For a business Client, overdue undisputed amounts may bear interest at the prime lending rate publicly quoted by RVZ's principal bank plus 2 percentage points per year, calculated daily and capped at the maximum lawful rate. No interest, fee or credit arrangement will be imposed in breach of the National Credit Act 34 of 2005.

5.7 Suspension. After reasonable notice, RVZ may suspend non-essential performance for a material payment default. Suspension is proportionate, does not affect accrued Consumer remedies and may not endanger persons, data or property.

5.8 Collection costs. A defaulting business Client is liable for reasonable, documented enforcement costs recoverable by law. A Consumer is liable only for costs lawfully chargeable after compliance with applicable debt-collection and credit legislation.

5.9 Chargebacks and fraud. A Client must first use the complaints process for a genuine service dispute. RVZ may contest a dishonest or duplicate chargeback and recover direct bank charges where lawful, but will not penalise a Consumer for exercising a legitimate statutory or card-scheme remedy.

6. Sales and E-Commerce Contract Formation

6.1 Online information. RVZ will make the supplier, contact, pricing, payment, delivery, cancellation, security and transaction information required by ECTA section 43 reasonably available at checkout or through accessible linked terms.

6.2 Invitation and acceptance. A product listing is ordinarily an invitation to place an order. The Client's order is an offer. Acceptance occurs when RVZ sends an express acceptance or dispatch confirmation, or otherwise performs in a manner clearly accepting the order. An automated receipt acknowledgment alone is not acceptance unless it says so.

6.3 Error correction. Before final submission, the checkout process should permit review and correction of material errors. A Client who made an electronic-agent error may rely on the remedies ECTA provides where its requirements are met.

6.4 Availability. Stock indicators and production capacity may change. If Goods or Services are unavailable, RVZ will notify the Client promptly and issue the refund required by ECTA, the CPA or the Contract. RVZ will not substitute materially different Goods without consent.

6.5 Payment security. RVZ will use a payment system sufficiently secure having regard to accepted technological standards, the transaction and ECTA section 43(5). Payment-card data is processed by the

designated payment provider unless RVZ expressly states otherwise.

6.6 Digital content. Digital Goods are licensed, not sold, unless an express written assignment states otherwise. Access, download limits, compatibility and technical protection measures are those disclosed before purchase. Mandatory cooling-off rights and statutory exceptions remain applicable.

6.7 Sales records. RVZ will provide or make available a transaction record containing the supplier, date, Goods or Services, price, taxes and other information required by the CPA and ECTA.

7. Shipping, Delivery, Risk and Title

7.1 Delivery address. The Client must provide a complete and accurate deliverable address, recipient contact and access instructions. A post-office box is accepted only if the selected carrier supports it.

7.2 Time estimates. Production and delivery windows are estimates unless RVZ expressly guarantees a date in writing. RVZ will communicate a material known delay. Where no date is agreed, delivery occurs within the reasonable or statutory period.

7.3 Consumer risk. For a transaction governed by CPA section 19, Goods remain at RVZ's risk until the Consumer accepts delivery. A courier's scan does not conclusively establish acceptance if the Goods were not delivered to the Consumer or an authorised recipient.

7.4 Business risk. For a non-Consumer transaction, risk passes at the point stated in the Quotation or applicable Incoterm. If none is stated, risk passes on physical delivery to the Client, while title remains subject to clause 7.5.

7.5 Retention of title. To the extent lawful, title in Goods does not pass until RVZ receives full cleared payment for those Goods. The Client must keep unpaid Goods identifiable and may not encumber them. This does not transfer pre-delivery risk to a Consumer.

7.6 Inspection and notice. The recipient should inspect packaging promptly and report visible shortage, damage or incorrect Goods with photographs and order details, preferably within 48 hours. This reporting request assists investigation but does not extinguish CPA rights or a latent-defect claim.

7.7 Failed delivery. If delivery fails because of incorrect Client information, refusal, absence after reasonable attempts or inaccessible premises, RVZ may charge the reasonable direct redelivery or storage cost after notice. Abandoned Goods are handled only after reasonable contact attempts and in accordance with law.

7.8 Split shipments. RVZ may use split shipments where reasonable and without materially increasing the disclosed cost. The Client is charged only the delivery amount accepted at checkout unless a change is agreed.

7.9 Courier claims. RVZ may require reasonable evidence and cooperation to pursue a courier claim. RVZ remains responsible for its own statutory delivery obligations and does not redirect a Consumer exclusively to the courier.

8. International Sales, Customs and Trade Compliance

8.1 Importer of record. The Quotation must identify the importer of record and the agreed delivery term. Unless RVZ expressly quotes duties-paid delivery, the international recipient is responsible for import permits, customs clearance, duties, taxes, brokerage and lawful receipt in the destination country.

8.2 Customs information. The Client must provide accurate tariff, end-use, identity and destination information reasonably required for customs. RVZ may describe and value Goods truthfully and will not mark a commercial shipment as a gift or understate value.

8.3 Customs delay. Customs inspection, border holds and local authority action may delay delivery. RVZ remains responsible for obligations it expressly assumed and will provide reasonable shipping documents, but does not control foreign authorities.

8.4 Restricted trade. Neither party may require performance that breaches the Customs and Excise Act 91 of 1964, export-control measures, sanctions, intellectual-property border measures or destination-country import laws.

8.5 Returns across borders. A cross-border return requires prior routing instructions. The returning party must use accurate customs documents. Statutory Consumer rights remain, but avoidable duty, brokerage and shipping costs may be allocated according to fault and applicable law.

8.6 Currency and refunds. Refunds are ordinarily issued through the original payment method and in the transaction currency. A difference caused solely by exchange-rate movement or the Client's bank is borne by the Client unless law or card-scheme rules require otherwise.

9. Returns, Refunds, Exchanges and Cancellations

Consumer rights prevail: The remedies in this section are cumulative with mandatory CPA and ECTA rights. Any shorter voluntary policy cannot reduce a statutory cooling-off, delivery, quality, safety, defect or warranty remedy.

9.1 Return request. A return request should identify the order, item, reason, condition, delivery date and preferred remedy and include supporting photographs where relevant. RVZ must not require evidence that is unreasonable or impossible for a Consumer to provide.

9.2 ECTA cooling-off. Where ECTA section 44 applies, a Consumer may cancel without reason and without penalty within seven days after receipt of Goods or conclusion of a service agreement, subject to statutory exclusions and the direct cost of returning Goods. Any payment already made must be refunded within the statutory period. RVZ will not misclassify ordinary stock Goods as personalised merely because they are fulfilled on demand.

9.3 Direct-marketing cooling-off. Where the CPA direct-marketing cooling-off right applies instead of ECTA section 44, the Consumer may cancel within the period and manner prescribed by CPA section 16. RVZ will process the return and refund within the statutory time.

9.4 CPA returns. A Consumer may return Goods in the circumstances provided by CPA sections 19, 20 and 56, including incorrect delivery, a failure to match an approved sample or description, unsuitability for an expressly communicated purpose where the legal test is met, or unsafe, defective or poor-quality Goods.

9.5 Defective Goods. Within the CPA implied-warranty period, the Consumer may direct RVZ to repair, replace or refund defective Goods, subject to the Act. If a repair fails within the statutory post-repair period, the further remedy prescribed by the CPA applies.

9.6 Personalised Goods. A lawful cooling-off exclusion may apply to Goods made to the Consumer's specifications, clearly personalised or otherwise falling within ECTA section 42. The exclusion does not apply to a manufacturing defect, incorrect personalisation caused by RVZ, misleading description, unsafe Goods or another non-excludable remedy.

9.7 Change of mind. Outside a statutory right, RVZ may offer a voluntary exchange or store credit for unused, unwashed, unworn and resaleable standard Goods returned with original packaging. Eligibility, timing and return shipping will be disclosed in the Shop Schedule or order confirmation.

9.8 Hygiene and sealed items. Opened sealed Goods may be excluded from a voluntary return for genuine health, hygiene or copyright reasons where law permits. This does not exclude a defect or incorrect-supply remedy.

9.9 Service cancellation. A Client may cancel Services as permitted by the CPA, ECTA, the applicable Schedule and Statement of Work. RVZ may invoice completed work and lawful, reasonable non-recoverable commitments. A cancellation charge must be proportionate and never punitive.

9.10 Method and timing of refund. Approved refunds are paid through the original method where practical. RVZ may request bank verification to prevent fraud. Statutory refund periods prevail; otherwise RVZ aims to process an approved refund within 10 Business Days, excluding external bank processing time.

9.11 Deductions. A deduction for use, damage, missing components, repackaging or collection is permitted only where the CPA or Contract allows it, is reasonable, and is explained. No deduction is made for necessary handling to inspect Goods or where RVZ delivered incorrect or defective Goods.

10. Warranties, Defects and Quality of Performance

10.1 Quality of Goods. Where the CPA applies, Goods carry the statutory rights to safety, good quality, durability and fitness for purpose, together with the implied warranty in CPA sections 55 and 56.

10.2 Manufacturer warranties. A manufacturer or fulfilment partner warranty supplements and does not replace RVZ's statutory responsibility as supplier. The Client may be asked to follow reasonable diagnostic or return steps.

10.3 Services. RVZ will perform Services with the quality, timeliness, care and skill reasonably expected and required by CPA section 54 where applicable. If performance falls materially short, RVZ will remedy the defect or provide the lawful refund or price reduction.

10.4 Client-caused defects. A warranty does not cover damage caused by misuse, unauthorised alteration, incorrect storage, use contrary to disclosed instructions, normal wear or Client-supplied defective material, except to the extent RVZ contributed to the loss or law provides otherwise.

10.5 Colour, sizing and screens. Reasonable variation may occur between screen displays, production batches, fabric, print processes and measurement methods. A tolerance is enforceable only if fairly disclosed and not inconsistent with an approved sample, description or statutory quality standard.

10.6 No outcome guarantee. Professional, recruitment, marketing, travel and creative Services depend on external facts and do not guarantee employment, sales, platform reach, audience response, chart position, travel approval, profitability or legal/regulatory approval unless a specific measurable warranty is written into the Statement of Work.

11. General Services and Project Administration

11.1 Project lead. Each party should nominate an authorised project contact. RVZ may rely on approvals and instructions from that contact until written notice of replacement.

11.2 Client cooperation. The Client must provide accurate instructions, lawful access, timely approvals, required licences, safe premises and subject-matter decisions. RVZ is not responsible for an error caused solely by inaccurate or late Client information that a competent supplier could not reasonably detect.

11.3 Approvals. An approval confirms the substance presented, including spelling, facts, pricing, claims, dimensions, credits, music metadata and legal names. RVZ remains responsible for deviations introduced after approval and for duties that cannot be shifted to the Client.

11.4 Revision rounds. Included revision rounds and the meaning of a revision must be stated in the Quotation. A revision adjusts an agreed direction; a new concept, new Deliverable or changed brief is a change request.

11.5 Acceptance testing. A business Client must review a Deliverable against written acceptance criteria within five Business Days, or the period in the Statement of Work, and identify material non-conformities. Deemed acceptance does not waive latent defects, fraud or statutory rights.

11.6 Subcontractors. RVZ may use competent subcontractors and remains responsible for contracted performance to the extent required by law and the Contract. Material subcontracting involving sensitive Personal Information must comply with clause 13 and Annexure C.

11.7 Records and source material. RVZ may archive working files for a reasonable period but is not an indefinite backup service. The Client must retain delivered files. Any required handover of source files, raw footage, sessions, credentials or editable files must be stated in the Quotation.

12. Website, Accounts and Electronic Communications

12.1 Permitted use. A user may access the Website for lawful personal or business purposes. The user may not interfere with security, scrape at harmful scale, introduce malicious code, impersonate another person, bypass access controls or use content to infringe rights.

12.2 Account security. The user must keep credentials confidential and notify RVZ promptly of suspected compromise. RVZ may require reasonable verification before changing sensitive account or payment details.

12.3 Availability. RVZ aims for reasonable Website availability but may conduct maintenance or respond to incidents. No uninterrupted-availability warranty is given, subject to any paid service level and mandatory law.

12.4 Links and embedded content. A Third-Party Service linked or embedded in the Website remains subject to its own terms. A link is not an endorsement. RVZ remains responsible for representations it makes about that service.

12.5 Electronic notices. Operational communications may be sent to the email address, telephone number or account supplied by the Client. A legal notice must comply with clause 24. Promotional communication is separately governed by clause 14 and POPIA.

12.6 Take-down. An owner who believes Website content infringes rights should send a detailed notice identifying the work, location, ownership basis, contact details and requested action. RVZ may preserve evidence, restrict access and request verification before acting.

13. Privacy, POPIA and Data Processing

13.1 Roles. Each party is a responsible party for Personal Information whose purpose and means it determines. Where one party processes Personal Information solely for the other under documented instructions, it acts as operator and must satisfy POPIA sections 20 and 21 and Annexure C.

13.2 Lawful processing. RVZ will process Personal Information lawfully, reasonably, minimally and for specific, explicit purposes, relying on consent or another justification recognised by POPIA. Consent is not used where it is not freely given or is unnecessary.

13.3 Notice. At or before collection, RVZ will provide the material information required by POPIA section 18, including identity, purpose, source, mandatory or voluntary nature, recipients, cross-border implications, consequences and rights, subject to lawful exceptions.

13.4 Recruitment data. Candidate information may include identity, employment history, qualifications, references, criminal or credit information, health information or other special data only where relevant, lawful, proportionate and supported by the consent or authorisation required. Candidate information is not used for unrelated marketing without a lawful basis.

13.5 Security. RVZ will implement appropriate technical and organisational safeguards based on the nature of the information and risk, including access control, authentication, vendor management, backup, secure transfer and incident response.

13.6 Security compromise. Where there are reasonable grounds to believe Personal Information was accessed or acquired by an unauthorised person, the responsible party will notify the Information Regulator and affected data subjects as soon as reasonably possible in the manner required by POPIA section 22, subject to lawful delay.

13.7 Operators. An operator may process Personal Information only with the knowledge or authorisation of the responsible party, keep it confidential, maintain agreed safeguards, notify RVZ immediately of suspected compromise and return or securely delete it when instructed, subject to lawful retention.

13.8 Cross-border transfers. Personal Information may be transferred outside South Africa only under a mechanism permitted by POPIA section 72, including adequate protection, binding agreement, informed consent or contractual necessity where the statutory conditions are met.

13.9 Retention. RVZ retains Personal Information only for the period authorised by law, reasonably necessary for the purpose, required by contract or consent, or needed for lawful evidence. It will securely delete, destroy or de-identify information when retention ends.

13.10 Data-subject rights. A data subject may request access, correction or deletion; object to eligible processing; withdraw consent without affecting earlier lawful processing; or complain to the Information Regulator. Identity may be verified proportionately.

13.11 PAIA. Access to records is also subject to the Promotion of Access to Information Act 2 of 2000 and RVZ's PAIA manual. POPIA does not require disclosure prohibited by another law or disclosure that unjustifiably harms another person.

13.12 Information Officer. RVZ must maintain a registered Information Officer and any deputy appointments required by law. The privacy contact in the Document Control table receives requests but publication must not imply registration that has not been completed.

14. Marketing, Promotions and Promotional Competitions

14.1 Fair marketing. RVZ will not make a false, misleading or deceptive representation, use bait marketing, conceal a material limitation or market a promotion without intending to honour it. Material eligibility, stock, timing, geography, price and recurring-charge conditions must be clear.

14.2 Electronic direct marketing. Unsolicited electronic direct marketing is sent only where the data subject consented or qualifies as an existing customer under POPIA section 69. A prospect may be approached for consent only in the manner and frequency permitted by law.

14.3 Opt-out. Every eligible direct-marketing message must identify the sender and provide a functional, simple and free or reasonably cost-free means to object. An objection is honoured without unnecessary delay and recorded on a suppression list.

14.4 Non-electronic marketing. Telephonic, postal and in-person direct marketing must respect CPA restrictions, prohibited-contact times, opt-outs and POPIA's general processing conditions.

14.5 Promotion terms. A promotional offer must disclose the benefit, qualifying purchase or action, start and end dates, redemption method, limits and material exclusions. RVZ may not retroactively reduce an earned benefit.

14.6 Competitions. A promotional competition must have accessible rules compliant with CPA section 36 and regulation 11, fair entry, no prohibited consideration or excessive entry charge, objective winner selection, independent oversight or certification where required, prize-delivery records and at least the statutory record-retention period.

14.7 Publicity and images. A winner is not compelled to permit image use, attend an announcement or participate in marketing. Publicity consent must be optional, specific and recorded, and a separate release should address duration, territory, channels and withdrawal consequences.

14.8 Third-party promotions. Where a Client is the promoter and RVZ is only an agency, the Statement of Work must allocate promoter identity, prize funding, legal review, record keeping, data-controller roles and complaint handling. RVZ will not knowingly implement unlawful rules.

15. Intellectual Property and Client Materials

15.1 Background rights. Each party retains Intellectual Property Rights owned or developed independently of the Contract, including methods, templates, software, libraries, know-how, trade marks and pre-existing works.

15.2 Client Materials. The Client retains rights in Client Materials and grants RVZ a limited, worldwide, royalty-free licence during the Contract to use, reproduce, adapt and transmit them only as reasonably necessary to perform and document the Services.

15.3 Client warranty. The Client warrants that it has the rights, releases and lawful basis needed for RVZ's instructed use of Client Materials and that factual advertising claims are substantiated. RVZ must raise an apparent infringement or unlawful instruction it reasonably identifies.

15.4 Default Deliverable licence. Unless a Schedule or Quotation expressly provides an assignment, RVZ retains copyright in original Deliverables and, after full payment, grants the Client a non-exclusive, perpetual licence to use the final approved Deliverable for the stated purpose, channels and territory. Drafts and rejected concepts are excluded.

15.5 Assignments. An assignment of copyright or exclusive licence is effective only in a written instrument that identifies the work and rights and is signed as required by the Copyright Act 98 of 1978. Payment alone does not imply an assignment.

15.6 Third-party assets. Fonts, stock media, software, templates, music and platform elements remain subject to third-party licence terms. RVZ will identify material licence restrictions known to it; the Client must not use an asset outside the licensed scope.

15.7 Moral rights and credits. No waiver of moral or performer rights is implied. Necessary consents, credits and permitted edits must be addressed in the applicable creative or production agreement.

15.8 Trade marks. Neither party receives ownership of the other's names, marks or goodwill. Approved brand use is limited to the Contract and must follow supplied brand rules.

15.9 Portfolio use. RVZ may identify completed public-facing work in its portfolio only after public release and subject to confidentiality, third-party restrictions and any written opt-out. Personal Information, unreleased music and sensitive campaign data require specific permission.

16. Third-Party Services, Platforms and Artificial Intelligence

16.1 Third-party terms. A Client may need to accept a Third-Party Service's terms. RVZ will disclose material dependencies reasonably known to it. The third party controls its platform, policy and availability; RVZ remains responsible for its own selection, configuration and representations.

16.2 Account ownership. Ownership and administrator access to advertising, hosting, domain, distribution, social-media and travel accounts must be stated in the Statement of Work. Where practical, Client-funded platform accounts should be created in the Client's name with RVZ receiving role-based access.

16.3 Platform changes. A platform may reject content, change specifications, suspend an account or alter reach. RVZ will use reasonable efforts to adapt in-scope work but is not liable for a platform decision outside its control unless RVZ caused it through breach or negligence.

16.4 AI disclosure and approval. RVZ may use artificial-intelligence tools for ideation, assistance or production only where appropriate to the brief, confidentiality and rights position. Material generative-AI use in a final Deliverable, synthetic voice, face, music or performer likeness requires disclosure and Client approval.

16.5 AI restrictions. Neither party may upload confidential information, Personal Information, unreleased recordings or protected third-party content to an AI service without authority, an appropriate processing basis and suitable contractual safeguards.

16.6 Human review. AI output must receive reasonable human review for accuracy, bias, infringement risk, brand suitability and safety. RVZ does not warrant that a third-party AI output is exclusively protectable or free of similarity, and any material limitation must be disclosed.

17. Confidentiality and Publicity

17.1 Confidential Information. Confidential Information is non-public commercial, technical, creative, financial, personal or strategic information disclosed in connection with the Contract and identified as confidential or reasonably understood to be confidential.

17.2 Duties. The recipient must use Confidential Information only for the Contract, protect it with at least reasonable care and disclose it only to authorised persons bound by equivalent duties.

17.3 Exclusions. Information is not confidential to the extent the recipient proves it was lawfully known without restriction, independently developed, public without breach or lawfully received from a third party.

17.4 Required disclosure. A compelled disclosure is permitted to the minimum extent required. Where lawful, the recipient must give prompt notice and reasonable assistance to seek protective treatment.

17.5 Duration. Confidentiality continues for five years after termination, while trade secrets and Personal Information remain protected for as long as they retain that status or law requires.

17.6 Announcements. Neither party may issue a press release or imply endorsement without approval. This does not prevent accurate disclosures required by law or an approved portfolio reference under clause 15.9.

18. Warranties, Disclaimers and Regulatory Allocation

18.1 Mutual authority. Each party warrants that it has authority to enter the Contract and will comply with Applicable Law relevant to its assigned responsibilities.

18.2 RVZ performance warranty. RVZ warrants that it will perform Services professionally, with reasonable care and skill, through appropriately competent personnel and in material accordance with the accepted scope.

18.3 Client decisions. The Client remains responsible for business, hiring, employment, pricing, medical, tax, accounting and legal decisions unless RVZ is expressly retained and legally authorised to provide that regulated advice.

18.4 Information disclaimer. General Website or marketing content is informational and does not constitute legal, financial, medical, employment or other regulated advice. The Client should obtain appropriate professional advice.

18.5 No unlawful disclaimer. A disclaimer does not exclude a warranty or duty that cannot lawfully be excluded, including CPA quality rights, product liability, gross negligence, fraud or wilful misconduct.

19. Limitation of Liability

Important risk term: This section limits certain claims. It must be drawn to a Consumer's attention in the conspicuous manner required by CPA section 49 before the transaction or activity.

19.1 Non-excludable liability. Nothing limits liability for death or personal injury caused by gross negligence, fraud, wilful misconduct, liability that may not be limited under CPA sections 51 or 61, breach of POPIA where a limitation is prohibited, or any other non-excludable liability.

19.2 Indirect loss. For a business Contract and to the maximum extent lawful, neither party is liable for indirect, incidental, special or consequential loss, or loss of profit, revenue, anticipated saving, opportunity, goodwill or data, except where the loss was expressly assumed or arises from fraud, wilful misconduct, confidentiality breach, infringement or unlawful processing.

19.3 Business liability cap. For a business Client, RVZ's aggregate liability arising from a Statement of Work is capped at the greater of the fees paid or payable under that Statement of Work during the 12 months preceding the event and the amount recoverable under RVZ's applicable insurance, excluding the liabilities in clause 19.1. A different cap may be stated in the Quotation.

19.4 Consumer application. For a Consumer, clauses 19.2 and 19.3 apply only to the extent fair, reasonable, just and permitted by the CPA. They do not deprive the Consumer of a refund, repair, replacement, re-performance, damages or other mandatory remedy.

19.5 Mitigation and causation. A claimant must take reasonable steps to limit avoidable loss. RVZ is responsible only for loss legally caused by its breach, negligence or other actionable conduct, subject to mandatory law.

19.6 Data and cyber risk. No system is risk-free. RVZ is responsible for appropriate safeguards and its own security failures but is not strictly liable for an attack merely because it occurred. Liability is assessed under POPIA, contract and delict based on the facts.

20. Indemnities and Insurance

20.1 Client-material indemnity. A business Client indemnifies RVZ against a third-party claim that authorised use of Client Materials, claims or instructions infringes rights or breaches law, to the extent caused by the Client's breach of clause 15.3.

20.2 RVZ indemnity. RVZ indemnifies a business Client against a third-party claim that an original Deliverable created solely by RVZ infringes South African copyright or trade-mark rights, excluding Client Materials, instructed combinations, unauthorised modification and third-party assets, subject to prompt notice and control of defence.

20.3 Employment allocation. Employment and labour-hiring indemnities apply only as stated in Schedules 2 and 3

and may not contract out of joint, several or statutory liability imposed by labour law.

20.4 Procedure. The indemnified party must notify the indemnifying party promptly, preserve evidence and provide reasonable cooperation. No settlement admitting fault, imposing non-monetary obligations or affecting reputation may be concluded without reasonable consent.

20.5 Consumer fairness. An indemnity does not apply to a Consumer to the extent it is unfair, excessively one-sided, prohibited or seeks to excuse RVZ's own gross negligence or statutory liability.

20.6 Insurance. Each business party must maintain insurance reasonably appropriate to its operations. Specific public liability, professional indemnity, cyber, event, travel, goods-in-transit, employer or COIDA requirements must be stated in the applicable Schedule or Quotation.

21. Suspension, Termination and Consequences

21.1 Termination for breach. A party may terminate for a material breach not remedied within 10 Business Days after detailed written notice, or a shorter period reasonably required for urgent safety, confidentiality, security or infringement harm.

21.2 Immediate action. RVZ may suspend or terminate immediately for fraud, unlawful instructions, serious safety risk, abusive conduct, deliberate infringement, sanctions exposure or a material security incident, provided the action is proportionate and lawful.

21.3 Insolvency. A business party may terminate if the other enters liquidation, business rescue or analogous proceedings and termination is permitted by insolvency and business-rescue law.

21.4 Convenience. A right to terminate for convenience exists only if the Quotation or applicable Schedule grants it. A Consumer retains every statutory cancellation right, including fixed-term cancellation rights under CPA section 14 where applicable.

21.5 Consequences. On termination, the Client pays for conforming work completed and authorised non-cancellable commitments, less amounts already paid and subject to statutory refunds. RVZ delivers paid-for completed Deliverables, returns Client property and handles Personal Information under Annexure C.

21.6 Survival. Accrued payment rights, confidentiality, intellectual property, data protection, liability, indemnity, dispute and provisions intended by nature to survive remain in force.

22. Force Majeure and Change in Law

22.1 Force majeure. A party is not liable for delay caused by an event beyond its reasonable control that could not reasonably have been prevented or overcome, including natural disaster, epidemic, war, civil disorder, widespread infrastructure failure, government action, carrier embargo or industry-wide platform outage.

22.2 Exclusions. Lack of funds, ordinary staff shortage, avoidable supplier failure or an event caused by the affected party is not force majeure. A payment already due is not excused.

22.3 Notice and mitigation. The affected party must give prompt notice, explain expected impact, use reasonable mitigation and resume performance as soon as practicable.

22.4 Long-stop. If material performance is prevented for more than 30 days, either party may terminate the affected portion on notice. The Client receives the refund required by law after deduction only of lawful amounts for benefits received and unavoidable commitments.

22.5 Change in law. If a legal, regulatory, collective-agreement, platform or customs change materially affects cost or feasibility, the parties will negotiate a compliant adjustment. RVZ may not impose a retroactive price increase without agreement.

23. Complaints, Dispute Resolution and Governing Law

23.1 Internal complaint. A complaint should be sent to support@rvzgroup.co.za with the Contract or order reference, facts, supporting material and requested remedy. RVZ will acknowledge it within two Business Days and aims to provide a substantive response within 10 Business Days.

23.2 Escalation. If unresolved, the complaint may be escalated to info@rvzgroup.co.za. Senior representatives will attempt good-faith resolution within 10 Business Days.

23.3 Consumer channels. Nothing prevents a Consumer from approaching a competent ombud, the Consumer Goods and Services Ombud where applicable, a provincial consumer authority, the National Consumer Commission, the National Consumer Tribunal, the Information Regulator, the Commission for Conciliation, Mediation and Arbitration, a bargaining council or a court with jurisdiction.

23.4 Business mediation. A business dispute not resolved by negotiation may be referred by agreement to confidential mediation in South Africa, including by remote attendance.

23.5 Business arbitration. If the parties expressly agree in the Statement of Work, a business dispute may be finally resolved under the AFSA Domestic Rules by one arbitrator, in English, seated in Kimberley or conducted remotely. Urgent interdictory relief and debt recovery remain available in court. This clause does not bind a Consumer unless separately and lawfully agreed after the dispute arises.

23.6 Governing law. The Contract is governed by the laws of the Republic of South Africa. Subject to mandatory forums, the High Court of South Africa, Northern Cape Division, Kimberley, and any other court with competent jurisdiction may hear disputes.

23.7 Labour disputes. A labour dispute must be referred to the forum and within the time period prescribed by the LRA, BCEA, Employment Equity Act, a bargaining-council agreement or other labour law. A commercial arbitration clause does not displace statutory labour jurisdiction.

24. Notices and General Provisions

24.1 Addresses. RVZ's notice details are in the Document Control table, subject to the pre-publication insertion of its complete service address. The Client's address is the accepted Quotation, checkout or account address. A party must notify a change.

24.2 Delivery of notices. An operational notice may be emailed. A breach, termination, arbitration or legal notice must be delivered by hand, courier, registered post or email with delivery evidence to the designated notice address. A notice is deemed received only as permitted by law and reliable delivery evidence.

24.3 Entire agreement. The Contract is the entire agreement on its subject and supersedes prior proposals or discussions, without excluding liability for fraud or a representation that law makes binding.

24.4 Amendments. A transaction-specific amendment must be in writing and accepted by authorised representatives. RVZ may update Website terms prospectively on reasonable notice; a material change does not retroactively alter an accepted order or Statement of Work without agreement.

24.5 Assignment. A business Client may not assign a Contract without RVZ's reasonable written consent. RVZ may assign to a successor in a merger, restructuring or sale if performance and data safeguards are not materially reduced. Consumer rights are unaffected.

24.6 No partnership. The Contract does not create a partnership, joint venture, employment relationship or agency except where a Schedule expressly creates an intermediary or employment role.

24.7 Waiver. A waiver is effective only for the specified instance and does not waive a later breach. Delay in enforcement is not a waiver.

24.8 Severability and reading down. An invalid provision is severed or read down to the minimum extent necessary while preserving the commercial purpose and all remaining provisions.

24.9 Counterparts. A Contract may be signed in counterparts and by recognised electronic signature, each forming one instrument.

24.10 Relationship to privacy and returns policies. A published Privacy Policy or Returns Policy supplements these Terms. If it offers the Client a more favourable voluntary right, that right applies; if it conflicts with mandatory law, mandatory law applies.

Schedule 1 — RVZ International Group Shop and E-Commerce

S1.1 Application. This Schedule applies to Goods and digital products sold through shop.rvzgroup.co.za or another RVZ checkout. The master Terms remain applicable.

S1.2 Print-on-demand model. Certain apparel, accessories and merchandise are produced only after order placement by independent fulfilment partners. The product page must disclose material composition, sizing, production location, fulfilment estimate and known special-return restriction.

S1.3 Sizing. Size charts are product-specific. The Client should measure before ordering. A wrong size selected by the Client is treated as change of mind unless a statutory cooling-off right applies; an item that materially differs from the published chart is handled as a non-conforming Good.

S1.4 Customisation proof. For names, numbers, logos or custom artwork, the Client must approve a proof where offered. RVZ remains responsible for production that does not match the approved proof. The Client warrants rights in uploaded logos and content.

S1.5 Fulfilment and delivery. The displayed fulfilment and shipping periods are separate estimates. Tracking is supplied where available. Consumer risk remains governed by clause 7.3.

S1.6 Returns. Incorrect, damaged, defective or materially misdescribed items qualify for the applicable statutory remedy. Personalised Goods may be excluded from change-of-mind or ECTA cooling-off only where the statutory exception genuinely applies. Standard print-on-demand production alone does not automatically establish personalisation.

S1.7 Return hygiene. Apparel should be returned unworn other than reasonable fitting, unwashed and with tags where possible. A Consumer may inspect Goods to the extent reasonably necessary, and a missing tag does not automatically defeat a defect remedy.

S1.8 Promotions. Coupon stacking, sale duration, minimum spend and product exclusions are those disclosed with the offer. A promotion cannot be applied retroactively unless RVZ states otherwise.

S1.9 Product safety and recalls. RVZ may contact purchasers, stop sales, provide warnings and arrange a recall where safety concerns arise. The Client must follow reasonable safety and disposal directions.

S1.10 Third-party brands. A branded product remains subject to authenticity, brand and manufacturer conditions. RVZ will not market counterfeit Goods and will disclose parallel-import status where the CPA requires.

Schedule 2 — RVZ Personnel Services: Permanent Recruitment

S2.1 Regulatory condition. RVZ will provide private employment services only to the extent permitted by its registration under the Employment Services Act 4 of 2014. The registration number, category and permitted functions must be inserted in each client agreement or made available on request.

S2.2 No work-seeker fee. RVZ does not charge a work seeker for employment services or deduct a placement amount from remuneration, except only if a specific lawful ministerial permission applies. Recruitment fees are charged to the Client employer.

S2.3 Brief and equal opportunity. The Client must provide a lawful role profile, essential criteria, remuneration range and employment conditions. Neither party may discriminate unlawfully. RVZ may refuse an instruction that conflicts with the Employment Equity Act 55 of 1998 or other law.

S2.4 Candidate introduction. An introduction occurs when RVZ supplies identifying candidate information or arranges contact. If the Client or an associated entity employs or contracts that candidate within 12 months after introduction, the agreed placement fee is payable unless the Quotation states another protection period or the Client proves a documented pre-existing active process disclosed within five Business Days.

S2.5 Fees. The fee basis, VAT, payment stage and replacement arrangement must be stated in the Quotation. No contingent fee is due merely because a candidate is interviewed, unless an agreed retained-search milestone applies.

S2.6 Checks. Identity, qualification, reference, criminal, credit, integrity, medical or social-media checks are performed only if lawful, relevant, proportionate and properly authorised. A report records source and scope and is not a warranty of future conduct.

S2.7 Decision responsibility. The Client makes the employment decision, verifies job-specific competence, concludes the employment contract and complies with labour, immigration, payroll and workplace duties. RVZ must not knowingly submit false information and must correct a material verified error.

S2.8 Candidate confidentiality. Candidate records are confidential Personal Information and may be shared internally only with decision-makers for the stated vacancy. The Client must not add candidates to marketing lists or retain unsuccessful records beyond the lawful purpose.

S2.9 Replacement service. A replacement search is a service remedy, not a guarantee of a successful hire. It applies only if stated in the Quotation and may exclude redundancy, role change, non-payment, unsafe conditions, unlawful conduct or material changes to remuneration. Consumer-law remedies, if applicable, remain.

Schedule 3 — RVZ Personnel Services: Labour Hiring / TES

Regulated activity: RVZ may supply labour as a temporary employment service only while duly registered and authorised for that function. The signed client agreement must record the certificate particulars, bargaining-council scope and statutory employer allocation.

S3.1 TES status. Where RVZ procures or provides workers who render services to a Client and are remunerated by RVZ, the LRA section 198 framework applies. The parties acknowledge that statutory deeming, joint and several liability and worker protections cannot be waived.

S3.2 Temporary service. For employees below the applicable earnings threshold, the Client must identify the lawful temporary-service basis, including a placement not exceeding the statutory period, substitution for an absent employee or another basis recognised by collective agreement, sectoral determination or notice.

S3.3 Commercial breakdown. The agreement must separately state employee remuneration and the service fee paid by the Client as required by the Employment Services Act. No placement fee is deducted from the worker.

S3.4 Workplace control. The Client controls day-to-day site access, lawful task instruction, operational supervision and site rules. RVZ retains employer responsibilities allocated to it by law. Neither party may issue an instruction that creates an undisclosed employment arrangement or undermines worker rights.

S3.5 Health and safety. Before deployment, the Client must disclose hazards, provide a safe system of work, induction, supervision, personal protective equipment and incident reporting required by the Occupational Health and Safety Act 85 of 1993 or Mine Health and Safety Act where applicable. RVZ must verify worker suitability and meet its own employer duties.

S3.6 Time records. The Client must approve accurate timesheets, overtime, allowances and attendance by the agreed payroll cut-off. A disputed entry must be identified promptly; actual lawful remuneration remains payable to workers regardless of a client billing dispute.

S3.7 Employment compliance. The parties must comply with the BCEA, LRA, National Minimum Wage Act, UIF, PAYE, COIDA, employment equity, applicable bargaining-council agreements and immigration law according to their statutory roles.

S3.8 Discipline and removal. The Client may request immediate site removal for a genuine safety or security reason but may not dismiss an RVZ employee. RVZ manages employment process fairly and consults the Client. Removal from site does not automatically end employment.

S3.9 Absorption and offers. A restriction or conversion fee concerning direct employment must be lawful, reasonable, transparent and stated in the client agreement. It may not prevent an employee from exercising statutory rights or amount to a fee charged to the employee.

S3.10 Records and audits. Each party must retain payroll, time, safety, incident, placement and employment records for the statutory period and provide reasonable compliance evidence, subject to POPIA.

Schedule 4 — RVZ Marketing: Digital Marketing and Advertising

S4.1 Campaign scope. The Statement of Work must identify channels, audience, territory, creative formats, content frequency, management fee, media budget, conversion events, reporting cadence and approval workflow.

S4.2 Ad spend. Media spend, platform fees, influencer fees and production costs are separate from RVZ's professional fee unless expressly included. Third-party spend may be required in advance and is subject to the platform's refund rules.

S4.3 Claims and substantiation. The Client is responsible for evidence supporting product, price, performance, health, environmental, comparative and testimonial claims. RVZ must not publish a claim it knows or reasonably should know is misleading.

S4.4 Approvals. The Client must approve material claims, offers, targeting categories, landing pages and final creative. An approval does not excuse RVZ from professional care or knowingly unlawful conduct.

S4.5 Metrics. Impressions, clicks, reach, conversions, attribution and platform reports are subject to platform definitions, fraud controls, cookies, consent and sampling. RVZ does not guarantee a particular return on advertising spend unless the Statement of Work contains an express performance warranty.

S4.6 Audience data. Each party must use lawful audience sources, suppress objectors and respect platform custom-audience terms. Sensitive or children's targeting requires specific legal review.

S4.7 Influencers and endorsements. Paid or incentivised relationships must be disclosed clearly. The agreement must cover content approval, prohibited claims, usage rights, brand safety and take-down obligations.

S4.8 Platform enforcement. RVZ will use reasonable efforts to address rejection or suspension but cannot override a platform. Remedial work caused by RVZ's non-compliance is in scope; a platform-policy change may be a change request.

Schedule 5 — RVZ Marketing & Design: Creative Services

S5.1 Brief. The creative brief must identify Deliverables, dimensions, formats, brand rules, audience, mandatory copy, due dates, revision rounds, print specifications and intended uses.

S5.2 Concepts and revisions. Unless stated otherwise, the quoted fee includes one selected direction and two reasonable revision rounds. Unselected concepts remain RVZ property and may not be used or reproduced.

S5.3 Final files. RVZ delivers final flattened or production-ready files in the formats stated. Editable source files, raw assets, font files, software files and working history are excluded unless expressly purchased or licensed.

S5.4 Licence. After full payment, the Client receives the licence in clause 15.4 for the approved final Deliverable. An exclusive licence, copyright assignment, resale right, template right or merchandise right must be separately priced and recorded in writing.

S5.5 Print and production. The Client must approve a production proof. Reasonable screen-to-print and batch variation is expected, but RVZ remains responsible for material deviation from the approved specification where it manages production.

S5.6 Stock and fonts. Third-party assets may require a Client licence, attribution, seat, territory, print-run or channel limit. RVZ will disclose material restrictions; the Client may not extract or resell an asset.

S5.7 Accessibility. Where requested or legally required, the brief must include accessibility requirements such as contrast, captions, readable text, alt text and format compatibility.

Schedule 6 — RVZ Productions: Music Production and Rights

Separate music agreement required: No master, composition, publishing, performer, neighbouring-rights or merchandise ownership transfers merely because RVZ records, produces, distributes or markets music. A signed production, recording, distribution or licence agreement must state the rights.

S6.1 Scope. The music Statement of Work must identify songs, recording services, production, mixing, mastering, artwork, video, distribution, promotion, deliverables, technical standards, credits, budget and release plan.

S6.2 Compositions. Writers retain composition rights unless a written publishing assignment or licence states otherwise. Before release, all writers must sign a split sheet identifying legal names, performing-rights affiliations, percentages and publisher interests.

S6.3 Masters. Master-recording ownership is determined only by the signed agreement. If silent, payment for production does not by itself assign the master to either party; release must pause until ownership and exploitation rights are documented.

S6.4 Performers and sessions. Each featured artist, producer and session performer must sign the release, consent and remuneration documentation required by the Performers' Protection Act 11 of 1967 and contract. Moral and performer rights are respected.

S6.5 Samples and beats. The supplying party must identify every sample, beat, interpolation, loop and third-party recording. Release is conditional on documented clearance for composition and master rights. "Royalty free" does not necessarily mean unrestricted.

S6.6 Distribution. A distributor or digital service provider controls ingestion, metadata rules, stores, territory, takedowns and payment timing. RVZ will deliver accurately within its control but does not guarantee store acceptance, playlisting, chart position or uninterrupted availability.

S6.7 Metadata and credits. The artist or rights owner must approve title, version, artist name, featured artists, writers, producers, label, copyright notices, identifiers, release date, lyrics advisory and territories. A requested correction may be delayed by platforms.

S6.8 Royalties and accounting. Royalty definitions, gross receipts, permitted deductions, recoupment, accounting periods, reserves, audit rights, taxes and currency conversion must be stated in the signed music agreement. No percentage is implied by this Schedule.

S6.9 Collecting societies. Registration with SAMRO, CAPASSO, SAMPRO, SAMPRO or another society is the rights holder's responsibility unless RVZ is expressly appointed in writing. RVZ does not warrant collection of income not correctly registered or reported.

S6.10 Artificial intelligence and likeness. No person's voice, face, style-identifying performance or biometric likeness may be synthetically cloned or materially altered without specific written, informed consent addressing model use, outputs, duration, territory, revocation and compensation.

S6.11 Release cancellation. A party requesting a takedown or release cancellation bears non-recoverable third-party costs and documented loss caused by its breach, subject to mitigation and the signed agreement. RVZ may act urgently on a credible infringement or safety claim.

Schedule 7 — RVZ Events, Weddings & Functions

S7.1 Event order. The event order must identify date, venue, guest count, services, suppliers, programme, equipment, access times, contingency plan, permits, payment stages and cancellation scale.

S7.2 Reservation. A date is reserved only after written confirmation and the agreed deposit. The deposit is applied to the price and any cancellation deduction must be reasonable, linked to timing, work performed and non-recoverable supplier commitments.

S7.3 Client duties. The Client must provide accurate guest, venue, access, dietary, accessibility and safety information and obtain approvals allocated to it.

S7.4 Suppliers. RVZ must disclose whether it contracts as principal or booking agent for a supplier. Supplier terms supplied before booking apply, but RVZ remains responsible for its own coordination duties and representations.

S7.5 Safety and conduct. Venue capacity, fire, liquor, food, noise, security and occupational-safety rules must be followed. RVZ may stop an unsafe activity without liability for avoidable loss caused by the unsafe

instruction.

S7.6 Postponement and force majeure. The parties will first consider a reasonable postponement or substitute performance. Refunds, credits and deductions must reflect recoverable supplier amounts and mandatory Consumer rights.

S7.7 Photography and privacy. Event photography, guest lists and recordings must have a lawful basis and clear notice. Publicity use beyond documenting the event requires appropriate consent and releases.

Schedule 8 — RVZ Travel

S8.1 Intermediary role. Unless RVZ expressly supplies a travel component as principal, it acts as an intermediary arranging services from airlines, accommodation, vehicle, bus, tour and insurance suppliers. The supplier's disclosed booking conditions apply.

S8.2 Quote volatility. Fares, taxes, availability and exchange rates may change until ticketing or confirmation. RVZ will obtain Client approval before a material increase and will identify its service fee separately where required.

S8.3 Traveller details. The traveller must verify legal names, dates, routes, baggage, passport validity and contact information before ticketing. RVZ remains responsible for an error it introduces after correct approval.

S8.4 Travel documents. The traveller is responsible for passports, visas, permits, vaccines and entry requirements, but RVZ must not give misleading advice and should refer the traveller to official authorities. Entry remains subject to government decision.

S8.5 Cancellations and changes. Supplier penalties, fare rules and RVZ service fees disclosed before booking apply, subject to the CPA and other law. RVZ will promptly pass on a supplier refund after receipt, less only lawful disclosed deductions.

S8.6 Disruption. RVZ will provide the assistance included in the booking service but does not control carrier cancellation, border closure, weather or industrial action. Additional rebooking work may be charged if disclosed and approved.

S8.7 Insurance. Travel insurance is recommended and may be required. RVZ does not provide insurance advice unless appropriately authorised and appointed.

S8.8 Traveller data. Passport, itinerary, health, payment and emergency-contact data is shared only with suppliers and authorities reasonably necessary for the booking and under POPIA section 72 for cross-border transfers.

Schedule 9 — RVZ Business Solutions and Consulting

S9.1 Advisory scope. The Statement of Work must define the question, assumptions, deliverables, decision-maker, source access and whether implementation support is included.

S9.2 Information reliance. RVZ may rely on complete and accurate Client information unless an inconsistency is apparent. The Client must disclose material constraints and validate management decisions.

S9.3 No regulated advice. Business consulting does not include legal practice, audit, tax opinion, financial advice, immigration advice, estate agency, customs brokerage or another regulated service unless RVZ identifies the licensed provider and scope in writing.

S9.4 Deliverable use. A report is prepared for the Client and stated purpose. A third party may not rely on it without written consent. This restriction does not prevent lawful disclosure.

S9.5 Outcomes. Recommendations involve assumptions and uncertainty. RVZ warrants professional care, not a commercial outcome.

Schedule 10 — Future, Regulated and Specialised Divisions

S10.1 No premature operation. A planned division, including cosmetics, estates, customs clearing, legal or another regulated service, must not trade under this Schedule until RVZ completes the relevant registrations, product compliance, professional appointments, insurance and transaction-specific terms.

S10.2 Cosmetics. Before launch, Costarini Cosmetics or any cosmetics line requires product safety, ingredient, labelling, claims, manufacturing, adverse-event, recall and cross-border compliance terms. No medical or therapeutic claim may be made without lawful substantiation and approval.

S10.3 Estates. Property marketing, brokerage, trust-money handling and mandates require compliance with property-practitioner legislation and a properly authorised practitioner. These Terms do not constitute a mandate.

S10.4 Customs clearing. Customs representation requires SARS registration or appointment as applicable, written mandates, tariff and valuation instructions, importer/exporter records, guarantees and liability terms. The general international-sales clause is not a customs-broker agreement.

S10.5 Legal services. Legal services may be supplied only through a legal practitioner and entity authorised under the Legal Practice Act 28 of 2014. General business content and templates are not legal representation.

S10.6 Launch approval. The Board or authorised director should approve a division compliance pack, privacy impact assessment, customer terms, complaints route and insurance before first sale.

Annexure A — Consumer Remedy Matrix

Scenario	Primary rule	Typical remedy	Cost allocation
Incorrect item / quantity			
	Primary rule		
	CPA delivery and return rights		
	Typical remedy		
	Correct delivery, return and refund as applicable		
	Cost allocation		
	RVZ bears reasonable correction costs		
Defective or unsafe Goods within implied warranty			
	Primary rule		
	CPA sections 55-56		
	Typical remedy		
	Consumer may direct repair, replacement or refund, subject to the Act		
	Cost allocation		
	RVZ / supply chain as law allocates		
ECTA cooling-off applies			
	Primary rule		
	ECTA section 44		
	Typical remedy		
	Cancellation without reason; full refund in statutory period		
	Cost allocation		
	Consumer may bear direct return cost only		
Personalised Goods			
	Primary rule		
	ECTA section 42 exception may apply		
	Typical remedy		
	No change-of-mind right if exception is met; defect rights remain		
	Cost allocation		
	Based on fault and statute		

Late / non-delivery

Primary rule

CPA section 19 or ECTA section 46

Typical remedy

Delivery, cancellation and refund rights

Cost allocation

RVZ bears costs it is legally responsible for

Poor-quality Service

Primary rule

CPA section 54

Typical remedy

Remedy defect, refund or reasonable price reduction

Cost allocation

RVZ

Client changes mind outside statute

Primary rule

Voluntary policy

Typical remedy

Possible exchange or store credit if eligible

Cost allocation

Client ordinarily bears return cost

Cancelled booking or event

Primary rule

CPA section 17 and agreed schedule

Typical remedy

Refund less reasonable lawful cancellation charge

Cost allocation

Allocated by timing and irrecoverable cost

This matrix is a navigation aid, not an exhaustive statement of law. The facts, statutory scope and applicable transaction documents determine the remedy.

Principal Legal References

These Terms were prepared with reference to the following South African legislation, each read with its regulations and as amended. Where a section number is cited in the text, it refers to the Act named.

- Consumer Protection Act 68 of 2008 and the CPA Regulations — in particular sections 14 (fixed-term agreements), 15 (estimates), 16 (direct-marketing cooling-off), 17 (cancellation of advance bookings), 19 (delivery), 20 (right to return goods), 22 (plain language), 36 (promotional competitions), 48–51 (unfair, unreasonable or unjust terms), 54 (quality of services), 55–56 (quality of goods and implied warranty) and 61 (product liability).
- Electronic Communications and Transactions Act 25 of 2002 — in particular sections 42 (scope of consumer protection online), 43 (information to be provided and payment security), 44 (seven-day cooling-off) and 46 (performance and refund).
- Protection of Personal Information Act 4 of 2013 and Regulations — in particular sections 18 (notification), 19–22 (security safeguards, operators and security compromises), 69 (direct marketing by electronic means) and 72 (transborder flows).
- Promotion of Access to Information Act 2 of 2000 — read with our PAIA Manual .
- National Credit Act 34 of 2005 — as it limits interest, fees and credit arrangements.
- Companies Act 71 of 2008 — corporate capacity and standing.

- Copyright Act 98 of 1978 , Trade Marks Act 194 of 1993 and Performers' Protection Act 11 of 1967 — intellectual property, assignment formalities and performer rights.
- Employment Services Act 4 of 2014 , Labour Relations Act 66 of 1995 (including section 198), Basic Conditions of Employment Act 75 of 1997 , Employment Equity Act 55 of 1998 and National Minimum Wage Act 9 of 2018 — recruitment and labour hiring (Schedules 2 and 3).
- Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993 — workplace and client-site safety.
- Customs and Excise Act 91 of 1964 — international sales (section 8).
- Legal Practice Act 28 of 2014 and property-practitioner legislation — the limits on regulated services in Schedule 10.

Contact

Questions about these Terms, and complaints under clause 23, should be sent to support@rvzgroup.co.za. Escalations go to info@rvzgroup.co.za. Our full contact details and the routes to external consumer, privacy and labour bodies are set out in clause 23 and in our Consumer Protection and Service Delivery Policy.

These Terms are published from RVZ's master contractual framework, which was prepared against the legislation listed above as at 24 July 2026. They are not legal advice. RVZ reviews them at least annually and after any material change in law or in its services; the current published version always governs. Independent review by a qualified South African attorney is recommended before relying on them for a high-value or unusual transaction.

Generated 24 September 2026 at 12:48 by RVZ International Group (Pty) Ltd

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