

Terms and Conditions

Effective date: 1 January 2026
Last updated: 6 August 2026

This website is owned and operated by LR13 Holding (Pty) Ltd trading as SpaceSave, a company registered in the Republic of South Africa.

Business detail	Information
Registered name	LR13 Holding (Pty) Ltd trading as SpaceSave
Company registration number	1998/008755/07
VAT number	4330305931
Physical and service address	Unit 6, 8 Lood Street, Brackenfell Industria, 7560, South Africa
Telephone	064 224 4773
Email	info@spacesave.co.za
Website	https://spacesave.co.za

1. Acceptance of these Terms

By using this website, creating an account or placing an order, you acknowledge that you have read and accepted these Terms and Conditions together with our Returns, Refunds, Exchanges & Product Support Policy, Delivery Policy and Privacy & Cookie Policy.

Nothing in these policies limits any right or remedy available under the Consumer Protection Act, Electronic Communications and Transactions Act or other applicable South African law.

2. Eligibility and authority

You must be at least 18 years old and legally capable of entering into a binding agreement to place an order.

Where you place an order on behalf of a business or another person, you confirm that you are authorised to bind that business or person.

3. Product information

We take reasonable steps to ensure that product descriptions, dimensions, photographs, materials, colours, prices and availability are accurate.

Products are made from physical materials and may display reasonable variation between production batches. Colours and finishes may appear different depending on lighting, screen settings and natural material patterns. Minor manufacturing tolerances may occur.

Product photographs may contain props, chairs, décor or accessories that are not included. The product description on the relevant product page determines what forms part of your order.

Customers must check product dimensions, doorways, passages, stairs, lifts and the intended installation area before ordering.

4. Prices and payment

All prices are displayed in South African Rand and include VAT. Delivery charges, special-access charges and any other applicable costs will be displayed before checkout is completed or separately agreed where a special quotation is required.

Prices and promotions may change without notice. A price change will not affect an order that we have already accepted.

Available payment methods

Available payment methods are displayed at checkout and may change from time to time. They may include debit or credit card, instant or manual EFT, QR or mobile payment, buy-now-pay-later services and other payment or credit facilities provided by approved third parties.

Payments made through third-party providers are subject to the provider's terms, approval requirements and security procedures. SpaceSave does not ordinarily receive or store complete card details.

An order is not considered paid until the payment provider confirms payment or cleared funds reflect in SpaceSave's account.

EFT payments

When paying by EFT:

- use your order number as the payment reference;
- pay only into the bank account shown on an official SpaceSave order or invoice;
- verify any requested change of banking details directly with SpaceSave; and
- provide proof of payment where requested.

Proof of payment does not constitute cleared payment. Standard EFT payments may take one or more business days to clear.

Buy-now-pay-later and credit facilities

Buy-now-pay-later and credit facilities are provided by independent providers. Approval, instalments, fees, affordability assessments and repayment terms are governed by the relevant provider's terms. SpaceSave cannot guarantee approval or influence a provider's credit decision.

Payment verification and failed payments

SpaceSave or its payment providers may conduct reasonable verification and request proof of identity or payment where fraud or unauthorised activity is reasonably suspected.

An order may be placed on hold or cancelled where payment fails, is reversed or disputed, cannot be verified or appears potentially fraudulent. Products remain subject to availability until payment is confirmed.

Pricing or system errors

If a product is displayed at an obviously incorrect price because of a technical or administrative error, SpaceSave may decline the order before acceptance. We will notify you and either offer the product at the correct price or cancel the order and refund any amount paid.

Payment of refunds

Approved refunds will normally be returned through the original payment method. SpaceSave aims to submit an approved refund within seven business days, subject to any period required by law. Your bank or payment provider may require additional processing time.

5. Placing and accepting an order

Adding an item to your cart does not reserve stock.

When you submit an order, you are making an offer to purchase the products in your cart. An automated order confirms receipt of the order but does not necessarily constitute final acceptance.

We may decline or cancel an order before acceptance where stock is unavailable; a product or price was displayed in obvious error; payment was not received or authorised; fraud or unauthorised activity is reasonably suspected; delivery cannot reasonably be made to the supplied address; or the order breaches these Terms.

Where payment has already been received for an order that we cannot accept, we will refund the amount paid.

6. Product availability and lead times

All orders are subject to product availability.

Some products are manufactured or prepared after an order is placed. Product-specific production or processing times will be displayed on the product page or communicated before acceptance.

If a product becomes unavailable after you place an order, we will contact you and offer an appropriate alternative, revised delivery date or refund.

7. Custom and special-order products

Customised, personalised and specially manufactured products include products created, altered, cut, finished or configured specifically for a customer.

Before production begins, we may require written approval of specifications, drawings or colour selections, a deposit or full payment and confirmation of the expected lead time.

Custom or personalised products are excluded from change-of-mind and statutory cooling-off returns where permitted by law. This does not affect rights relating to defective, unsafe, damaged or incorrectly supplied goods.

A reasonable cancellation charge may apply if a special order is cancelled after materials have been purchased or production has begun.

8. Promotions and coupon codes

Promotions are subject to the rules stated in the promotion.

Unless expressly stated otherwise, promotions cannot be combined; only one coupon code may be used per order; coupon codes have no cash value; discounts apply only during the advertised period; and stock remains subject to availability.

Competition rules will be provided separately for each competition.

9. Customer accounts

You may check out as a guest or create an account.

You are responsible for providing accurate information, keeping your login credentials confidential and notifying us if you suspect unauthorised access.

We may suspend an account where we reasonably suspect fraud, unlawful conduct, misuse or a security risk.

10. Website use, intellectual property and reviews

You may use this website only for lawful personal or business purchasing purposes.

You may not interfere with the operation or security of the website; introduce malware or harmful code; attempt unauthorised access; scrape or copy substantial website content without permission; use the website fraudulently; impersonate another person; or post unlawful, defamatory, abusive, discriminatory or misleading content.

The SpaceSave name, logo, product names, product designs, photographs, videos, graphics, text and website content are owned by or licensed to SpaceSave and are protected by applicable intellectual-property laws. You may view and print website content for personal, non-commercial use, but may not reproduce, modify, distribute or use it commercially without prior written consent.

Where you submit a review, comment, photograph or other content, you confirm that it is genuine, lawful and yours to share. You grant SpaceSave a non-exclusive, royalty-free licence to display, reproduce and use that content for website, customer-service and marketing purposes. We may moderate content that breaches these Terms, but will not suppress a genuine negative review merely because it is critical.

11. Third-party services and website availability

The website may link to payment providers, courier tracking, social media and other third-party services. Those services are governed by their own terms and privacy policies. SpaceSave is not responsible for third-party content or services outside our reasonable control.

We aim to keep the website available and accurate but cannot guarantee uninterrupted or error-free operation. We may temporarily suspend or update it for maintenance, security or operational reasons.

12. Liability and events beyond reasonable control

Nothing in these Terms excludes or limits any liability or consumer right that cannot lawfully be excluded or limited.

To the extent permitted by law, SpaceSave is not responsible for loss caused by misuse of a product; use contrary to instructions or safety warnings; unauthorised alterations or repairs; inaccurate information supplied by the customer; third-party systems outside SpaceSave's reasonable control; or indirect commercial loss that was not reasonably foreseeable.

SpaceSave does not exclude liability arising from gross negligence, fraud, unsafe or defective goods, inadequate warnings, or failure to comply with applicable consumer or data-protection law.

We are not responsible for delays caused by events outside our reasonable control, including extreme weather, civil disturbance, industrial action, road closures, courier disruption, supply shortages, power interruptions or government restrictions. We will communicate material delays and take reasonable steps to minimise the effect on your order.

13. Electronic communications and marketing

You agree that order confirmations, invoices, notices and transaction-related communications may be provided electronically.

Marketing communications are optional and are governed by our Privacy & Cookie Policy. You may unsubscribe from marketing at any time.

14. Governing law and changes

These Terms are governed by the laws of the Republic of South Africa. Nothing in these Terms prevents a consumer from using any complaint, ombud, tribunal or court process available under applicable law.

We may update these Terms from time to time. The latest version and effective date will be displayed on the website. Changes will not retrospectively alter an order already accepted unless required by law or agreed with the customer.

Contact SpaceSave

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