Terms and Conditions

GroenGetrou (Pty) Ltd Last updated: 23 August 2026

In short

We are a small family farming business selling pasture raised eggs and chicken, along with a few pantry items. These terms explain how ordering from us works, what you can expect from us, and what we ask of you. We have tried to keep them in an understandable format. If anything is unclear, please ask.

By using this website, subscribing to our newsletter, or placing an order with us, you agree to these terms.

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1. Who we are

Legal name: GroenGetrou (Pty) Ltd **Company registration number:** 2017/436508/07 **Postal address:** 67A Jacobs Street, Boshof, Free State, South Africa **Email:** groengetrou@gmail.com **Telephone and WhatsApp:** 063 060 7586 **Website:** www.groengetrou.co.za

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2. Using our website

You are welcome to browse, read and share our website. Please do not copy our text, photographs or newsletters for your own commercial use without asking us first.

Weiveld Eiers™ and Weiveld Hoender™ are our trademarks. The GroenGetrou name and logo belong to us. Triple Orange® belongs to its own owner and we sell those products as a reseller.

We try to keep the website accurate and available, but we cannot promise it will never be offline or that every detail will always be perfectly up to date.

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3. Our products

Weiveld Eiers™ are pasture raised eggs, sold in trays and boxes. Egg sizes vary naturally, and trays are sold as mixed sizes.

Weiveld Hoender™ is our pasture raised chicken. It is seasonal. We raise chickens in batches during the warmer months, and stock is depleted and runs out between harvests. When we are out of stock, we will communicate accordingly.

We also sell fermentation cultures, honey, Himalayan salt, a few pantry items, and Triple Orange® cleaning products.

Because our food is grown rather than manufactured, weights and sizes are approximate. Where a pack weight is given, it is an average. We price by weight or by pack as shown on the price list.

Photographs on our website are of our own farm and products, but the item you receive will not look identical to the picture.

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4. Availability, wish lists and reservations

Our chicken harvest happens a few times a year. Between harvests we take wish lists so that you can reserve your preferred cuts or whole birds.

A wish list is a request, not a confirmed order. We will contact you when stock is available to confirm what we can supply and what it will cost. An order is not guaranteed until it has been confirmed.

We do our best to fill every wish list in the order it was received, but a batch can come out smaller than expected. If we cannot supply what you asked for, we will tell you and you are free to decline.

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5. Prices

Prices are shown on our current price list, in South African Rand.

Prices can change without notice, primarily due to feed cost changes. The price that applies to your order is the price we confirm with you at the time of the order, not the price on an older price list.

If we have made an obvious pricing mistake, we will tell you before taking payment and you can decide whether to continue.

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6. Placing an order

At the moment, orders are placed by WhatsApp on 063 060 7586, by phone, or by email.

When our online shop opens, you will also be able to order through the website. In that case:

- You will see a summary of your order before you pay, and you will be able to correct mistakes or cancel before confirming.
- An order is placed when you complete checkout, but a contract only comes into being once we confirm the order and stock.
- You will receive an electronic record of your order, which you should keep.
- If we cannot supply an item after you have paid, we will refund that item.

We may decline an order. If we do, we will tell you why and refund anything already paid.

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7. Payment

Payment is by electronic transfer into our business bank account, or through the payment options offered when the online shop opens.

Orders are prepared once payment reflects or once proof of payment is received, unless we have agreed otherwise with you.

We do not see or store your card details. Any online card payments will be handled by a payment provider with its own secure systems.

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8. Delivery and collection

We deliver in Bloemfontein, Boshof, Kimberley, the Northern Free State and Vaalharts, on our set delivery dates.

- Delivery to your door is free for orders over R1 000 in Bloemfontein and Kimberley, on our delivery dates.
- Smaller orders are dropped at one of our collection points.
- Courier options are available, and some items, such as our Midi egg box, can be sent by PUDO.

We will let you know the delivery or collection date when we confirm your order. We keep to those dates as closely as we can, but farm work, weather and road conditions can occasionally delay us. If we are going to be late, we will inform you.

Please make sure the address and contact number you give us are correct. If a delivery fails because nobody is there or the address is incorrect, we may charge for a second attempt.

Fresh and frozen products need to go into a fridge or freezer promptly. Once an order has been handed to you, handed to your courier, or delivered to a collection point, keeping it at the right temperature is your responsibility.

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9. Changing your mind

If you order online and change your mind, the Electronic Communications and Transactions Act gives you seven days from delivery to cancel and return goods, without giving a reason. You pay the cost of returning the items, and we will refund you within 30 days.

This right does not apply to fresh, frozen or perishable food, or to opened live cultures, because we cannot resell them safely once they have left our care. Please see the next section for those items.

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10. If something is wrong with your order

Please tell us as soon as you can, and within 24 hours for fresh or frozen items. Send us a WhatsApp on 063 060 7586 with a photograph if you can.

If we delivered your order ourselves and an item arrives damaged, spoiled, incorrect weight, or simply not up to standard, we will replace it or refund it. We would far rather rectify any issues than have a dissatisfied customer.

Where an order travels by courier, please check it as soon as it arrives and tell us the same day if anything is wrong. We will take the matter up with the courier on your behalf and put things right where we reasonably can. If you asked us to send your order with a courier of your own choosing, the risk during transport sits with you and that courier.

Orders sent through PUDO travel under PUDO's own terms, which limit their liability and expect the sender or receiver to carry their own insurance. Because of this, we cannot refund damage that happens inside the PUDO network. Eggs are fragile and travel by PUDO at your own risk.

If a PUDO parcel is lost or stolen on the way to you, inform us immediately and we will investigate and lodge a claim with PUDO where we are able to. PUDO's terms limit what can be recovered, so we cannot promise a refund or a replacement.

Two things to know about PUDO lockers. Claims must be lodged quickly, so please check your parcel on collection and tell us within 24 hours if anything is wrong. We cannot lodge a claim after their window closes. PUDO also moves a parcel out of the locker if it is not collected

within about 36 hours, and a parcel that is never collected is cancelled without a refund, so please fetch your order as soon as you are notified.

For non-food items, the Consumer Protection Act gives you six months from delivery to return anything that is faulty, not of good quality, or not fit for its normal purpose. You may choose a repair, a replacement or a refund, at no cost to you.

None of these terms take away any right you have under the Consumer Protection Act or any other law.

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11. Food safety and your own judgement

Our eggs and chicken are fresh farm produce. Please store, handle and cook them as you would any raw food.

We share what we have learned about food, fermentation and healthy eating because we enjoy it, not as professional advice. Nothing on our website, in our newsletters or in our conversations is medical or dietary advice, and it is not a substitute for speaking to a doctor or dietitian.

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12. Our newsletter and mailing list

Our newsletter is free and you can subscribe or unsubscribe whenever you like.

Every newsletter carries an unsubscribe link. You are also welcome to reply to any newsletter, or send us a WhatsApp, whether to share a compliment, to refer a friend, or to ask to be taken off the list. We are always glad to hear from you.

We will not give or sell your email address to anyone else. How we handle your information is set out in our Privacy Policy.

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13. Your privacy

Our Privacy Policy explains what personal information we collect, why, who sees it and what your rights are under the Protection of Personal Information Act. It forms part of these terms.

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14. What we are responsible for

We take real care with what we grow, make and deliver. Even so, we cannot be held responsible for loss that we could not reasonably have foreseen, for anything caused by circumstances beyond our control such as weather, load shedding, disease or road closures, or for loss that arises because goods were not stored or handled properly after they left our care.

Nothing in this section limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that the law does not allow us to limit.

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15. If we cannot deliver

Farming does not always go to plan. Illness in a flock, a failed batch, extreme weather or a breakdown can mean we cannot supply what we promised.

If that happens, we will contact you, offer you an alternative if we have one, and refund you in full if we do not. We will not charge you for something we could not supply.

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16. Changes to these terms

We may update these terms from time to time. The version on our website at the time you place an order is the version that applies to that order.

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17. Complaints and disputes

Please come to us first. Send a WhatsApp to 063 060 7586 or an email to groengetrou@gmail.com and we will do our best to sort it out quickly.

If we cannot resolve it between us, you may approach:

The Consumer Goods and Services Ombud Telephone: 0860 000 272 Email: complaints@cgso.org.za Website: cgso.org.za

The National Consumer Commission Telephone: 012 065 1940 Email: complaints@thencc.org.za

For complaints about how we handled your personal information, our Privacy Policy gives the Information Regulator's details.

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18. Governing law

These terms are governed by the law of the Republic of South Africa, and the South African courts have jurisdiction.

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19. Talk to us

GroenGetrou (Pty) Ltd 67A Jacobs Street, Boshof, Free State groengetrou@gmail.com 063 060 7586

We have written these terms in plain language on purpose. If anything here is unclear, please ask and we will explain it.