



Effective Date: June 2025

Company: Bent Collective (Pty) Ltd, Johannesburg, South Africa

Welcome to Bent. These Terms of Service govern your access to and use of our website and online services. By purchasing from us, you agree to be bound by these terms.

Consumer Eligibility

Our online shop is intended for end consumers only. A consumer is defined as a natural person acting outside of a commercial or professional capacity. An entrepreneur is a natural or legal person or a partnership with legal capacity who, when concluding a legal transaction, acts in exercise of his commercial or independent professional activity.

Payment & Order Confirmation

The purchase contract is concluded with Bent Collective Pty Ltd.

By listing the products in the online shop, we make a binding offer to conclude a contract for these items. You can initially place our products in the shopping cart without obligation and correct your entries at any time before submitting your binding order by using the correction aids provided and explained in the order process. The contract is concluded by you accepting the offer for the goods contained in the shopping cart by clicking the order button.

Immediately after sending the order, you will receive a confirmation by email again.

All purchases are processed through a secured payment gateway: Yoco. Currently, prices are listed without VAT.

Contract Language

All agreements are concluded in English. We store your order data securely and can send it upon request.

Ownership of Goods

Ownership remains with Bent Collective (Pty) Ltd until full payment is received.

Delivery Conditions

In addition to the stated product prices, shipping costs also apply. More detailed provisions on shipping costs can be found in the offers.

We deliver by courier. Self-collection is not possible. We do not deliver to packing stations. More information is available in our Delivery Policy.



Transport damages

If goods are delivered with obvious transport damage, please report such errors as soon as possible to customer care at support@bentco.co.za. Such damages must be reported within 24-48 hours after delivery for an exchange or refund to be evaluated. Please provide your invoice number via email so that we can process your enquiry quickly and efficiently. Failure to make a complaint or establish contact within the time period will prevent your claim from being processed.

Warranty

We do not guarantee, represent or warrant that the use of our service will be uninterrupted, timely, secure or error-free. We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable. You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you. Unless expressly agreed otherwise below, the statutory liability for defects applies.

All Bent products carry a 6-month warranty against manufacturing defects. Warranty claims must be made within the warranty period and apply only if the product has been used as intended.

This warranty excludes: normal wear and tear, improper use or installation and damage from external factors (e.g. impact, unauthorised modification). Warranty claims can be directed to support@bentco.co.za

Limitation of Liability

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.



In no case shall Bent, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility.

Data Privacy

We comply with the Protection of Personal Information Act (POPIA).

Your personal data is only used for order processing and internal records. We do not sell or share your information with third parties. Queries may be directed to: support@bentco.co.za

Dispute Resolution

We aim to resolve disputes quickly and fairly. If you are unsatisfied, please email us.

We are not currently subscribed to any dispute resolution tribunal or ombudsman.

Changes To Terms Of Service

You can review the most current version of the Terms of Service at any time on this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.