



LEGAL NOTICE

Brand & Copyright Disclaimer

All product names, logos, and brands are the property of Plated & Co. All company, product, and service names used on this website are for identification purposes only. Use of these names, logos, and brands does not imply endorsement unless explicitly stated.

TERMS & CONDITIONS

By accessing this website and engaging with Plated & Co. ("Provider"), the User agrees to the terms outlined below. These Terms may be updated at any time without prior notice.

SERVICE DESCRIPTION

Plated & Co. is a South African-based catering company offering high-quality, handcrafted meals for corporate and private events. Our menus include standard, Kosher, and Halaal-friendly options curated for convenience, taste, and presentation.

USE OF WEBSITE CONTENT

Users may not copy, distribute, or use any content on this website for marketing or commercial purposes without express written consent from Plated & Co.

ELECTRONIC COMMUNICATIONS

By using this site or communicating via email or contact forms, you agree that all communications meet legal standards for written correspondence.



ORDERING, REFUNDS & CANCELLATION POLICY

Ordering

Minimum order applies (as quoted).

48 hours' notice required (5–7 days for large events).

Orders confirmed only upon full payment.

100% upfront via EFT

Late or non-payment may lead to cancellation.

Kosher/Halaal options via certified suppliers.

Notify us of allergies upfront.

We can't guarantee an allergen-free kitchen.

Cancellations

- - 7+ days: Full refund.
- - 3–6 days: 50% refund.
- - <48 hours: No refund.
- If ingredients or items have already been sourced or prepared, we reserve the right to charge accordingly.

QUALITY & COMPLAINTS

We take quality seriously. If you believe your order does not meet our standards, please contact us immediately so that we can rectify the issue, should there be one.

Valid complaints will be reviewed.



DELIVERY

- Delivery is available in major areas.
- Delivery fees based on location/order size. Allow 30–60 mins buffer.
- Rented items must be returned within 48 hours; damage/loss at client's cost.
- If an order is handed over to our delivery partner, Plated & Co. cannot guarantee timing due to external courier services.
- We advise clients to **inspect all items upon delivery**. Missing or damaged items must be reported immediately to the delivery person or within 2 hours of receipt. If no inspection is done and items are missing or broken, the client will be liable.
- Special delivery instructions should be communicated clearly in advance.

EXPORT RESTRICTIONS

Plated & Co. currently serves **South African clients only**. For international orders or requests, please contact us directly for bespoke arrangements.

CUSTOMER PRIVACY

We respect your privacy and are committed to protecting your personal data in accordance with the **Promotion of Access to Information Act (PAIA)**. By interacting with us, you consent to receive communication from Plated & Co. via email, phone, or social media. You may opt out at any time by contacting us.

LIMITATION OF LIABILITY

While we aim for perfection, the Website and all its content are provided “as is.” Plated & Co. will not be liable for any loss, damage, or delays resulting from the use of this site or its services.



INTELLECTUAL PROPERTY

All content on this website – including menus, photos, copy, and branding – is the intellectual property of Plated & Co. or third-party content creators. No part of this site may be reproduced without written permission.


PRICING & PAYMENT

- All prices are subject to change without notice.
 - Quotes are valid for 7 days.
 - A **100% upfront payment** is required to confirm all bookings unless otherwise agreed in writing.
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CONTACT

If you have any questions or concerns, please get in touch:

 info@platedandco.co.za

 **082 711 5442**

 www.platedandco.co.za