

GrocerX is a service offered by Noonmart (Pty) Ltd (Registration No. 2022/616194/07), a company duly incorporated in the Republic of South Africa. Noonmart (Pty) Ltd operates as a subsidiary of MATHUGROUP.

Noonmart, GrocerX - Membership Terms & Conditions

Effective From: 12 January 2026

Membership Year: February – November

1. Introduction

1.1. GrocerX is a grocery savings service offered by Noonmart, designed to enable members to contribute monthly and receive a customized grocery parcel delivered during December.

1.2. These Terms & Conditions constitute a legally binding agreement between the member and Noonmart, governed by the laws of the Republic of South Africa, including the Consumer Protection Act 68 of 2008 and applicable contract law.

2. Eligibility

2.1. Membership is open to individuals who:

- Are 18 years or older; and
- Hold a valid South African ID, or
- Are non-South African residents holding a valid passport.

2.2. Noonmart reserves the right to verify all documentation before approving membership.

3. Membership Contributions

3.1. Members are required to contribute a fixed monthly amount from February to November of the enrolled year.

3.2. Contributions will be automatically deducted from the bank account provided by the member.

3.3. Missed Payments & Debt Policy:

- Any missed payment will result in a debit equal to twice (2×) the missed amount, added to the next scheduled payment.
- If a member misses five (5) months out of the ten (10) contribution months, the GrocerX membership will be cancelled for the enrolled year.
- In such a case, the membership will not be refundable.

4. Grocery Parcel Delivery

- 4.1. Grocery parcels will be delivered between 10th and 15th December each year, around the RSA.
- 4.2. Members are responsible for providing accurate delivery details. Noonmart will not be liable for failed deliveries due to incorrect information.

4.3. Parcel Selection & Categories:

- Members must select one (1) parcel category from the three (3) categories offered by Noonmart Grocer program.
- Each category has a fixed value, and the corresponding contribution amount will be deducted monthly from the member's bank account according to their chosen category.
- Parcel contents are fixed per category.

5. Documentation & Information Required

5.1. The following information and documents at the time of enrolment into the Noonmart GrocerX program:

- Valid South African ID or valid passport (for non-South Africans)
- Residence address
- Active contact details (phone number and email)
- Valid bank account details for debit orders
- Selected parcel category
- Digitally accepted membership agreement by enrolling.

- 5.2. Failure to provide accurate or complete information may result in delayed approval or cancellation of membership.

6. Membership Registration Deadline

- 6.1. To participate in the applicable program year, members must register by 13 February each year.
- 6.2. Late registrations may be declined at Noonmart's discretion.

7. Amendments

- 7.1. Noonmart reserves the right to amend contribution amounts, parcel contents, delivery schedules, or these Terms & Conditions, provided such amendments comply with South African law.
- 7.2. Members will be notified of material changes in advance.

8. Liability and Limitation

8.1. Noonmart shall not be liable for delays or non-performance caused by events beyond its reasonable control, including supplier shortages, logistics disruptions, or force majeure events.

8.2. Noonmart shall not be liable for indirect, incidental, or consequential losses.

9. Consumer Protection Compliance

9.1. The GrocerX program operates in compliance with the Consumer Protection Act 68 of 2008.

9.2. Members may lodge complaints or disputes through Noonmart's official customer support channels.

10. Termination

10.1. Noonmart may terminate membership if a member:

- Repeatedly fails to meet payment obligations; or
- Breaches these Terms & Conditions.

10.2. Voluntary withdrawal must be submitted in writing before the final contribution in November. Refunds are subject to Noonmart's discretion.

11. Data Protection

11.1. All personal information is processed in accordance with the Protection of Personal Information Act (POPIA) 4 of 2013.

11.2. Member data will be used strictly for administration, payment processing, and delivery of GrocerX services.

12. Governing Law

12.1. These Terms & Conditions are governed by the laws of the Republic of South Africa.

12.2. Any disputes shall fall under South African jurisdiction.

13. Acceptance, Debit Orders & Authorization

13.1. By submitting the GrocerX application, the member authorizes Noonmart to deduct monthly contributions from the provided bank account.

13.2. Monthly deductions will be processed on one of the following selected dates:

- 15th,
- 25th, or
- Month-end (28th, 29th, 30th, or 31st).

13.3. Submission of the application constitutes full acceptance of these Terms & Conditions.
