



Pretoria, Gauteng, South-Africa
+27 72 422 0744
admin@kynova.co.za

24 April 2025

Business Policies & Terms

1. Terms & Conditions

Effective Date: 1 January 2025

Business Name: Kynova Foods – Signature Dog Nutrition

Website: www.kynova.co.za

1.1 Introduction

By accessing and using our website, products, or services, you agree to be bound by the following Terms & Conditions.

1.2 Orders

All orders are subject to availability and confirmation of the order price. We reserve the right to cancel orders at our discretion.

1.3 Payments

Payments must be made in full at the time of order. We accept EFT and secure online gateways.

1.4 Product Information

Descriptions and images are accurate to the best of our knowledge. Nutrition is a guideline and not a substitute for veterinary advice.

Kynova Foods
Signature Dog Nutrition
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1.5 Limitation of Liability

We are not liable for misuse of products or incorrect feeding.

1.6 Intellectual Property

All content belongs to Kynova Foods and may not be reproduced without permission.

1.7 Governing Law

These terms are governed by South African law.

2. Privacy Policy

2.1 What We Collect

Name, Address, Contact Number, Email, Order History, Payment Info (via third parties).

2.2 How We Use Your Data

To fulfill orders, communicate updates, offer support, and for marketing (opt-in only).

2.3 Sharing Your Info

Only with couriers, payment processors, or legal authorities.

2.4 Cookies

Used for site functionality and analytics.



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2.5 Your Rights

You can request access, correction, or deletion. Contact: admin@kynova.co.za

3. Returns & Refund Policy

3.1 Eligibility

Return within 7 days in original, unopened condition.

3.2 Non-Returnable Items

Opened items or damaged products after delivery.

3.3 Process

Email admin@kynova.co.za with your order number. Refunds within 7 business days.

4. Shipping & Delivery Policy

4.1 Processing Time

1–2 business days.

4.2 Delivery Methods

Via Pudo, Courier Guy, or trusted couriers.



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4.3 Delivery Time

1–3 days (Gauteng), 2–5 days (national).

4.4 Shipping Costs

Shown at checkout. Free shipping for qualifying orders.

4.5 Issues with Delivery

Contact admin@kynova.co.za if late or damaged.

5. Product Disclaimer

5.1 Veterinary Guidance

Always consult a vet before switching diets.

5.2 No Medical Guarantees

Not intended to diagnose, treat, or cure conditions.

5.3 Ingredients & Allergens

See packaging for details. Not responsible for reactions.

5.4 Storage

Store in a cool, dry place. Use within 30 days of opening.