

Terms and Conditions

Last updated: 19 August 2026

These Terms and Conditions govern the use of the Apollo Energy website and the purchase of products and services through **Apollo Energy**.

By accessing or using this website, or by placing an order through our online store, you agree to be bound by these Terms and Conditions. If you do not agree with these terms, please do not use this website or place an order.

1. About Apollo Energy

Apollo Energy is a subsidiary of **Apollo Assets (Pty) Ltd**.

Registered/legal business name: Apollo Assets (Pty) Ltd

Trading name: Apollo Energy

Physical address: 598 Godfrey Street, Pretoria, Garsfontein, Gauteng 0097, South Africa

Email: leeanne@apolloenergy.africa

Telephone: +27 79 947 2926

Website: <https://apolloenergy.africa>

Apollo Energy supplies solar energy products and related solutions to customers in South Africa.

2. Use of This Website

You may use this website for lawful purposes only.

You agree not to:

- Use the website for any unlawful purpose.
- Attempt to gain unauthorised access to the website or its systems.
- Interfere with the operation or security of the website.
- Copy, reproduce or commercially exploit website content without our written permission.
- Provide false or misleading information when placing an order.

We reserve the right to restrict or terminate access to the website where we reasonably believe that these Terms and Conditions have been breached.

3. Product Information

We make reasonable efforts to ensure that product descriptions, specifications, images, prices and other information displayed on our website are accurate and up to date.

However:

- Product images are for illustration purposes and may differ slightly from the actual product.
- Manufacturers may change product specifications from time to time.
- Product availability may change without notice.
- Colours, dimensions and other visual characteristics may vary between screens and the actual product.
- We reserve the right to correct genuine errors in product information or pricing.

Where a product specification is important to a customer's intended installation or application, the customer should confirm the specification with Apollo Energy before placing an order.

4. Prices

All prices displayed on the website are stated in **South African Rand (ZAR)**.

Unless specifically stated otherwise, prices include applicable VAT where required by South African law.

Prices may change without prior notice. A price change will not affect an order that has already been accepted and confirmed by Apollo Energy, except where the displayed price resulted from an obvious error.

If an obvious pricing error occurs, we will contact the customer before processing the order and provide the option to proceed at the correct price or cancel the order for a full refund.

5. Orders

Placing an order through the website constitutes an offer by the customer to purchase the selected products.

An order is not considered finally accepted until Apollo Energy has:

1. Received the order;
2. Confirmed product availability; and
3. Confirmed or received the applicable payment.

We reserve the right to decline or cancel an order where:

- The product is unavailable;
- There is an obvious pricing or product-information error;
- We are unable to verify the order or payment;
- The requested delivery information is incomplete or invalid;
- We reasonably suspect fraudulent or unlawful activity; or
- Circumstances outside our reasonable control prevent fulfilment.

If we cancel an order after payment has been received, the customer will receive a refund of the amount paid for the cancelled order.

6. Payment

Payment must be made using the payment methods made available during checkout or otherwise agreed with Apollo Energy.

Orders will generally only be processed once payment has been successfully received or otherwise authorised.

We do not store customers' full payment card details on our website where payment is processed through a third-party payment provider.

Customers are responsible for ensuring that the billing and contact information supplied during checkout is accurate.

7. Delivery and Shipping

Apollo Energy delivers products to locations within South Africa where delivery is available.

Delivery charges, estimated delivery periods and applicable delivery conditions will be communicated during checkout or otherwise provided to the customer before the order is finalised.

Delivery times are estimates and may be affected by:

- Product availability;
- Supplier delays;
- Courier delays;
- Weather;
- Public holidays;
- Remote delivery locations; or

- Other circumstances outside our reasonable control.

A delivery estimate is therefore not a guaranteed delivery date unless expressly agreed in writing.

The customer is responsible for providing an accurate delivery address and contact information.

Additional delivery charges may apply where:

- The delivery address is outside our normal delivery area;
- Special delivery arrangements are required; or
- The information supplied by the customer is incorrect and a second delivery attempt is required.

For more information, please refer to our **Shipping and Delivery Policy**.

8. Inspection on Delivery

Customers should inspect products as soon as reasonably possible after delivery.

If a product appears to have been damaged during transportation, the customer should notify Apollo Energy as soon as possible and provide photographs and relevant order information.

This does not limit any rights the customer may have under applicable South African consumer protection legislation.

9. Returns, Refunds and Exchanges

Returns and refunds are subject to our **Return and Refund Policy**, which forms part of these Terms and Conditions.

Nothing in our Return and Refund Policy or these Terms and Conditions is intended to exclude or limit any rights that a consumer has under applicable South African law.

Where a product is defective, incorrect, damaged or otherwise does not conform to the applicable legal requirements, Apollo Energy will deal with the matter in accordance with the customer's rights under the **Consumer Protection Act 68 of 2008 (CPA)** and other applicable legislation.

Customers should contact Apollo Energy as soon as reasonably possible if they experience a problem with a product.

10. Product Warranties

Where a product is supplied with a manufacturer's warranty or Apollo Energy warranty, the applicable warranty terms will apply.

Warranty periods and conditions may differ between products and manufacturers.

A warranty may be subject to conditions specified by the manufacturer, including installation requirements, correct use, maintenance requirements and other applicable conditions.

A warranty does not remove or limit any rights that a consumer has under applicable South African consumer-protection legislation.

Customers should retain their proof of purchase for warranty claims.

11. Solar Installation and Technical Services

Where Apollo Energy provides installation, consultation or other technical services, the scope of the service will depend on the specific quotation or agreement provided to the customer.

A product purchase does not automatically include installation unless installation is expressly included in the order or quotation.

Where installation is required, customers should ensure that the property provides suitable access and that relevant information about the property and existing electrical or solar systems is disclosed to Apollo Energy.

Additional work that falls outside the agreed scope may be subject to additional charges, provided that such charges are agreed with the customer where required by law.

12. Quotes and Custom Solutions

Where Apollo Energy provides a quotation for a solar installation or customised solution:

- The quotation will specify the products and services included where reasonably possible.
- The quotation may be subject to a site assessment.
- The quotation may be subject to product availability.
- Any assumptions or exclusions contained in the quotation will apply.
- A quotation is valid for the period stated on the quotation.

A quotation does not constitute a completed order until accepted in accordance with the terms specified in the quotation.

13. Customer Responsibilities

Customers are responsible for providing accurate information required to process an order or provide a service.

This includes:

- Correct name and contact details;
- Correct delivery address;
- Relevant installation or property information;
- Accurate billing information; and
- Any information reasonably required to determine product suitability.

Apollo Energy cannot be held responsible for problems caused by inaccurate or incomplete information supplied by the customer, subject always to the customer's rights under applicable law.

14. Intellectual Property

All content on this website, including but not limited to:

- Text;
- Logos;
- Graphics;
- Photographs;
- Product descriptions;
- Website design;
- Videos; and
- Other original material

is owned by or licensed to Apollo Energy or its relevant content providers and is protected by applicable intellectual-property laws.

You may not reproduce, modify, distribute or commercially exploit our content without prior written permission, except where permitted by law.

Product names, logos and trademarks belonging to third-party manufacturers remain the property of their respective owners.

15. Third-Party Products and Manufacturers

Apollo Energy may sell products manufactured or supplied by third-party companies.

Where applicable, the relevant manufacturer's specifications, warranty terms and documentation may apply.

Apollo Energy does not claim ownership of third-party trademarks or imply that it is the manufacturer of a product unless expressly stated.

16. Website Availability

We aim to keep the website available and functioning correctly, but we cannot guarantee that the website will always be available, uninterrupted or error-free.

The website may occasionally be unavailable because of:

- Maintenance;
- Technical problems;
- Hosting issues;
- Internet or network problems;
- Security incidents; or
- Circumstances outside our reasonable control.

17. Limitation of Liability

Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited under South African law.

Subject to the above, Apollo Energy will not be liable for losses arising from circumstances beyond our reasonable control.

Nothing in these Terms and Conditions is intended to deprive consumers of rights or remedies provided by the Consumer Protection Act or other applicable legislation.

18. Privacy and Personal Information

Apollo Energy respects the privacy of customers and processes personal information in accordance with applicable South African privacy legislation, including the **Protection of Personal Information Act 4 of 2013 (POPIA)**.

Please see our **Privacy Policy** for information about how we collect, use, store and protect personal information.

19. Electronic Communications

When you use this website, place an order or communicate with Apollo Energy electronically, you consent to receiving electronic communications relating to your order and interaction with our business, subject to applicable law.

Electronic communications may include order confirmations, invoices, delivery notifications, service communications and responses to enquiries.

20. Changes to These Terms

Apollo Energy may update these Terms and Conditions from time to time.

The latest version will be published on this website with the relevant effective or update date.

Changes will not retrospectively alter an order that has already been accepted, except where required by law.

21. Applicable Law

These Terms and Conditions are governed by the laws of the **Republic of South Africa**.

Any dispute arising from these Terms and Conditions will be dealt with in accordance with applicable South African law and the jurisdiction of the appropriate South African courts or other legally applicable dispute-resolution mechanisms.

22. Consumer Protection

Nothing in these Terms and Conditions is intended to:

- Exclude any consumer right that cannot legally be excluded;
- Avoid any obligation imposed by the Consumer Protection Act;
- Mislead a consumer about their legal rights; or
- Limit any remedy available to a consumer under applicable South African law.

Where these Terms and Conditions conflict with a mandatory provision of applicable law, the mandatory legal provision will prevail.

23. Contact Apollo Energy

If you have questions about these Terms and Conditions, an order, product or service, please contact us:

Apollo Energy

A subsidiary of **Apollo Assets (Pty) Ltd**

Email: leeanne@apolloenergy.africa

Telephone: 0799472926

Physical Address: 598 Godfrey Street, Pretoria, Garsfontein, Gauteng 0097, South Africa

Website: <https://apolloenergy.africa>

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