Terms of use

By creating an account or using Pet Angels you agree to these terms. They apply to petangelssa.co.za, app.petangelssa.co.za, and the store apps. South African law applies. Questions: redfacesa@gmail.com.

Updated 23 October 2026.

The service

Pet Angels is a community for animals in South Africa: stories, shelters, rescue, and shops. The phone apps open the live website. We can change features. We can refuse service.

Accounts

You must be 13 or older. You are responsible for your password and for what you post and sell. One person should not pretend to be a shelter or shop they do not represent. We can hide content or suspend an account that breaks the law, these terms, or payment-provider rules.

Your content

You keep the rights to photos and writing you upload. You give Pet Angels a licence to show that content in the app and website, including in the journal and feeds, so other people can see it. Do not upload photos or embed videos you do not have the right to use.

Community rules

No animal abuse, fake rescue, harassment, scams, impersonation, illegal products, or harmful care advice. Use Report on a post. Staff review flags. We do not allow arbitrary website code from users in posts. Embedded YouTube or Vimeo must follow the same rules.

Marketplace and rescue

Food, beds, grooming, walking, sitting, and similar services are allowed. Animals are not shop stock. Only shelter accounts (and staff-verified partners) publish adoption profiles. Sellers write honest descriptions, fulfil orders, and handle refunds with the buyer and RedFace or Paystack. Pet Angels is not the seller unless we say so on that listing.

Payments

Checkout happens with RedFace Pay or Paystack, not as an Apple or Google in-app purchase. Pet Angels may take a platform fee on facilitated checkout where we say so. Shops and shelters receive money through their own pay link after staff approve bank details. You follow the payment provider’s rules too.

Ads

Paid placements must say Sponsored. Network ads (Google) only show if you allowed advertising cookies. We can reject or pause an ad.

Liability

Members deal with each other. Check a shelter or shop yourself. We are not liable for disputes between members, for animals that become ill, or for off-platform meetings, except where South African law says we cannot exclude that. The app is provided as it runs today.

Ending an account

You can delete posts in the app. For a full wipe, use https://petangelssa.co.za/account/delete. We may keep payment records where the law requires it. Privacy details: https://petangelssa.co.za/privacy.