



TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Bokang Thatohatsi (Pty) Ltd is a business in the information technology industry that delivers software and technical services.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 2 working days and delivery confirmed by way of electronic communication. (for e.g. booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)

3. Return and Refunds policy

The provision of goods and services by Bokang Thatohatsi (Pty) Ltd is subject to availability. In cases of unavailability, Bokang Thatohatsi (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.

4. Cancellation policy

Cancellations made 7 days or more in advance of the service delivery date, will receive a 100% refund. Cancellations made within 3 - 6 days will incur a 20% fee. Cancellations made within 48 hours to the event will incur a 30% fee.

5. Customer Privacy policy

Bokang Thatohatsi (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

7. Payment options accepted

Payment may be made via Visa and MasterCard.

8. Card acquiring and security

Card transactions will be acquired for Bokang Thatohatsi (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

9. Customer details separate from card details

Customer details will be stored by Bokang Thatohatsi (Pty) Ltd separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za.

10. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

11. Responsibility

Bokang Thatohatsi (Pty) Ltd takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

12. Country of domicile

This website is governed by the laws of South Africa and Bokang Thatohatsi (Pty) Ltd chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

13. Variation

Bokang Thatohatsi (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

14. Company information

This website is run by Bokang Thatohatsi (Pty) Ltd based in South Africa trading as Gateway Accounting Systems and with registration number 2017/666456/07 and Kgaugelo Molema.

15. Contact details

Company Physical Address: 277 Duiker Avenue Zwartkop extension 7 Centurion 0157
Email: info@gatewaysystems.co.za Telephone: 0835924242