

## TERMS AND CONDITIONS

### 1. Detailed description of goods and/or services

Genpower Electrical Wholesalers CC is a business in the Power Products industry that stocks various power product brands.

### 2. Collection policy

Subject to availability and receipt of payment, requests will be processed within 3 business days and collection confirmed by way of telephone or email correspondence. Delivery can be arranged directly via email at an additional cost.

### 3. Export restriction

The offering on this website is available to South African clients only.

### 4. Return and Refunds policy

The provision of goods and services by Genpower Electrical Wholesalers CC is subject to availability. In cases of unavailability, Genpower Electrical Wholesalers CC will refund the client in full within 30 days. Cancellation of orders by the client will attract a 15% administration fee.

No refunds on opened service parts or consumables. No refunds on electrical parts. Special orders (items not in stock) may not be cancelled.

(If appropriate – provide details of your policy regarding damaged goods. Also mention guarantees, warranties, etc.)

### 5. Customer Privacy policy

Genpower Electrical Wholesalers CC 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.lawsouthafrica.up.ac.za/index.php/current-legislation>.

### 6. Payment options accepted

Payment may be made via Visa and MasterCard.

### 7. Card acquiring and security

Card transactions will be acquired for (Genpower Electrical Wholesalers CC) 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](http://www.paygate.co.za) to view their security certificate and security policy.

### 8. Customer details separate from card details

Customer details will be stored by Genpower Electrical Wholesalers CC 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](http://www.paygate.co.za).

### 9. 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).

### 10. Responsibility

Genpower Electrical Wholesalers CC 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.

### 11. Country of domicile

This website is governed by the laws of South Africa and (Your Company) 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 129 Charlotte Maxeke Street, Pretoria West, Gauteng.

### 12. Variation

Genpower Electrical Wholesalers CC may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### 13. Company information

This website is run by Genpower Electrical Wholesalers CC (~~sole trader / private company~~ / close corporation) based in South Africa trading as Genpower Electrical Wholesalers CC and with registration number 1999 / 042952 / 23 and Ian Burgert Loots – ID: 6704255082084 (Director(s)/Member(s)/Owner(s)).

**14. (Your Company) contact details**

Company Physical Address: 129 Charlotte Maxeke Street, Pretoria West, Pretoria,0183

Email: [sales@genpower.co.za](mailto:sales@genpower.co.za)

Telephone: 087 654 6200

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PayGate (Pty) Ltd trading as DPO SA

Tel no: 087 820 2020