

Terms and Conditions of Sale

1. Detailed description of goods and/or services

HellermannTyton (Pty) Ltd is a business in the electrical industry that manufactures and sells goods.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 2 working days and delivery confirmed by e-mail including order reference. Delivery method will be as per online order and the customer is required to arrange collection or courier at their own expense.

3. Export restriction

The offering on this website is available to South African customers only and only South African credit cards will be accepted.

4. Return and Refunds policy

The provision of goods and services by HellermannTyton (Pty) Ltd is subject to availability. In cases of unavailability, HellermannTyton (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 15% administration fee.

In conjunction with the above, HellermannTyton's Goods Return Policy is applicable.

View our Terms and Conditions for Sale for more details regarding the handling of damaged goods, guarantees and warranties.

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5. Customer Privacy policy

HellermannTyton (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.

6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the HellermannTyton (Pty) Ltd bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for (HellermannTyton (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO 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.

8. Customer details separate from card details

Customer details will be stored by HellermannTyton (Pty) Ltd separately from card details which are entered by the client on DPO PayGate's secure site.

For more detail on DPO PayGate refer to 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

HellermannTyton (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.

11. Country of domicile

This website is governed by the laws of South Africa and HellermannTyton (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.

12. Variation

HellermannTyton (Pty) Ltd 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 HellermannTyton (Pty) Ltd in South Africa trading as HellermannTyton (Pty) Ltd and with registration number **1966/006351/07**.

14. HellermannTyton's contact details

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