



## TERMS AND CONDITIONS

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

Bawoma Chemicals Pty Ltd is a business in the Healthcare solutions industry that manufactures and distributors the Microtol Plus Brand.

### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way Email or telephonically. Deliveries are usually done via Dawning, but can also be directed to our delivery driver who will call you prior to delivering your parcel.

### 3. Export restriction

The offering on this website is available to South African clients only. For exports please contact [rtucker@bawoma.com](mailto:rtucker@bawoma.com)

### 4. Return and Refunds policy

The provision of goods and services by Bawoma Chemicals Pty Ltd is subject to availability. In cases of unavailability, Bawoma Chemicals Pty Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5 % administration fee.

Due to the nature of the good, we do not accept returns unless such product delivered has a visual defect or is Expired, in which case we will replace with a new product.

### 5. Customer Privacy policy

Bawoma Chemicals 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](http://www.polity.org.za/attachment.php?aa_id=3569) .

### 6. Payment options accepted

Payment may be made via Visa and MasterCard.

## 7. Card acquiring and security

Card transactions will be acquired for Bawoma Chemicals 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](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 Bawoma Chemicals 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](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

Bawoma Chemicals 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 Bawoma Chemicals 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

Bawoma Chemicals 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 Bawoma Chemicals Pty Ltd and registered private company based in South Africa trading as

Bawoma and with registration number 2005/003699/07 Vat registration 4520237902

## 14. Bawoma Chemicals Pty Ltd contact details

Company Physical Address: Unit A21 Kimbult Industrial Park, 9 Ziess road, laser park 2040

Email: [sales@bawoma.com](mailto:sales@bawoma.com) Telephone: (011) 794 4442

