



#### **1 > TERMS AND CONDITIONS**

Detailed description of goods and/or services

Reformhaus cc is a business in the health industry that Supplies foods and health products

#### **2 > Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way our courier services

#### **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 Reformhaus cc is subject to availability. In cases of unavailability, Reformhaus cc will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.

Damaged goods must be returned within 30 days and will be replaced if stock is available otherwise a refund will be made minus 10% handling fee.

#### **5 > Customer Privacy policy**

Reformhaus 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.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 Reformhaus 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 Reformhaus 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**

Reformhaus 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 Reformhaus cc 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**

Reformhaus 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 Reformhaus cc (close corporation) based in South Africa trading as and with registration number 1988/025191/23 and Helga Margarete Hecker (Sole Member).

#### **14 > Reformhaus cc contact details**

Company Physical Address: Shop 17, Entrance 2, Northgate Shopping Centre, Northumberland Ave. Northriding, 2062

Email Address: [helga@healthreform.co.za](mailto:helga@healthreform.co.za)

Tel: 011 794 1873