

## **DPO PayGate Minimum Terms and Conditions (T & C's)**

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

Tshwane University of Technology is a business in the tertiary industry that offers tertiary qualifications and research.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within [7 ] day and delivery confirmed by way of email notification.

### **3. Return and Refunds policy**

The provision of goods and services by Tshwane University of Technology is subject to availability. In cases of unavailability, Tshwane University of Technology will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee.

### **4. Customer Privacy policy**

Tshwane University of Technology 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.lawsofsouthafrica.up.ac.za/index.php/current-legislation>.

### **5. Payment options accepted**

Payment may be made via Visa and MasterCard, or by bank transfer into the Tshwane University of Technology bank account, the details of which will be provided on request.

### **6. Card acquiring and security**

Card transactions will be acquired for Tshwane University of Technology via DPO Group who are the approved payment gateway for South African Acquiring Banks. DPO uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website.

### **7. Customer details separate from card details**

Customer details will be stored by Tshwane University of Technology separately from card details which are entered by the client on DPO's secure site.

### **8. Merchant Outlet country and transaction currency**

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

### **9. Responsibility**

Tshwane University of Technology 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.

**10. Country of domicile**

This website is governed by the laws of Namibia. Tshwane University of Technology 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 547 Morkel Street, Philip Nel Park, Pretoria, South Africa, 0183

**11. Variation**

Tshwane University of Technology may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**12. Company information**

This website/app is run by Tshwane University of Technology (Tertiary Education Institution) based in South Africa trading as TUT (Tshwane University of Technology and with registration number Higher Education and Training Act 101 of 1997 and 15 Members of the Executive Management Committee

**13. Tshwane University of Technology**

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