

Terms And Conditions

Detailed description of goods and/or services

Pure Perfect is a business in the Health and Beauty industry that retails cosmetic / health products.

Delivery policy

Subject to availability and receipt of payment, requests will be processed within 2 - 3 days and delivery confirmed by way of an email (for e.g. booking number / booking voucher etc.). Must mention the use of courier and/or postal services and associated costs, if applicable. Confirmation of purchase will be in the form of an email and a reference number.

Return and Refunds policy

The provision of goods and services by **Pure Perfect** is subject to availability. In cases of unavailability, **Pure Perfect** will refund the client in full within 30 days. Cancellation of orders by the client will attract a . . . % administration fee. No refunds on opened products. If product needs to be returned, customer must pay postal fees.

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

Customer privacy policy

Pure Perfect 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

Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by bank transfer into the **Pure Perfect** bank account, the details of which will be provided on request (The merchant needs to register with Amex and Diners to accept their cards)

Credit card acquiring and security

Credit card transactions will be acquired for **Pure Perfect** via PayGate (Pty) Ltd who are an approved payment gateway for ABSA/FNB/Nedbank/SBSA South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

Customer details separate from card details

Customer details will be stored by **Pure Perfect** 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

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).

Responsibility

Pure Perfect 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 Country of South Africa

This website is governed by the laws of South Africa and **Pure Perfect** chooses South Africa for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, Shop 1, 12, Palm Boulevard, Umhlanga Ridge, 4320

Variation

Pure Perfect may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by SSBO cc (sole trader / private company / close corporation) based in South

Africa trading as **Pure Perfect** and with registration number 2002/053166/23 and S. Naidoo (Director(s)/Member(s)/Owner(s))

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