**Detailed description of goods and/or services** Cancom (Pty) Ltd is a business in the Information Technology industry that supplies risk solutions and services to the fleet industries of South Africa.

**Delivery policy** Subject to availability and receipt of payment, requests will be processed within 1 day and delivery confirmed at time of vehicle rental.

**Return and Refunds policy** The provision of goods and services by Cancom (Pty) Ltd is subject to availability. In cases of unavailability, Cancom (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 50 % administration fee.

**Customer privacy policy** Cancom (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>

**Payment options accepted** Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by bank transfer into the Cancom (Pty) Ltd bank account, the details of which will be provided on request

**Credit card acquiring and security** Credit card transactions will be acquired for Cancom (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank of 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 Cancom (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)

**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** Cancom(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.

**Country of domicile** This website is governed by the laws of South Africa and Cancom (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, Unit B3 The Gantry Pineslopes Fourways Johannesburg.

**Variation** Cancom (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

**Company information** This website is run by Cancom (Pty) Ltd a private company based in South Africa trading as Cancom and with registration number 2007/020383/07 and Lauren Barbra Olinksy as Director

Cancom (Pty) Ltd **contact details** Support: Email: support@cancomsa.co.za Telephone: +27(0) 860 55 55 33