

## Minimum Terms and Conditions where applicable

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

The SAOA is a business in the healthcare industry that represents optometrists and dispensing opticians.

### 2. Service Delivery policy

Subject to capacity or availability and receipt of payment, requests will be processed within 30 days and delivery of service confirmed by way of email.

### 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 the SAOA is subject to availability. In cases of unavailability, SAOA will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5 % administration fee.

### 5. Customer Privacy policy

The SAOA 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 Protection of Personal Information Act 4 of 2013 (POPIA) . To view our Privacy Policy please go to <https://payfast.io/privacy-policy>

### 6. Payment options accepted

Payment may be made via Visa & MasterCard or by bank transfer into the SAOA Conference bank account, the details of which will be provided on request.

### 7. Card acquiring and security

Card transactions will be acquired for the SAOA via Payfast (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Payfast 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 the SAOA separately from card details which are entered by the client on Payfast's secure site.

For more detail on Payfast refer to [www.payfast.io](http://www.payfast.io)

### 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

The SAOA takes responsibility for customer service and support, dispute resolution, delivery of goods and all aspects relating to the transaction including sale of goods and services and or rendering of services as promoted on this website.

#### 11. Country of domicile

This website is governed by the laws of South Africa and The SAOA 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, 561 Nupen Cresecent, Halfway House, Midrand.

#### 12. Variation

The SAOA 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 a private company based in South Africa trading as The Conference Company and with registration number 201521835107 and owner.

#### 14. SAOA contact details

Company Physical Address: 561 Nupen Crescent, Halfway House, Midrand, 1685

Email: [ceo@saoa.co.za](mailto:ceo@saoa.co.za) Telephone: 084 482 4517