

## DELIVERY POLICY

Receipt of payment will be confirmed via email by no later than 7 days of receiving the donation.

## DETAILED DESCRIPTION OF GOODS AND/OR SERVICES

Pangolin Africa NPC is a non-profit company that's main focus is raising awareness around the conservation of the African pangolin.

## REFUNDS POLICY

If you have made an error in making your donation or have changed your mind about contributing to Pangolin.Africa, you may request a refund within 15 business days of your donation. To request a refund please email [info@pangolin.africa](mailto:info@pangolin.africa) or call +27 (0)21 418 2312. Refunds are returned using the original method of payment e.g. credit card or electronic funds transfer. If you made your donation by credit card, your refund will be credited to that same credit card. Donors who request refunds are not eligible for tax deductions on their refunded donations.

## CUSTOMER PRIVACY POLICY

Pangolin Africa NPC 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).

## PAYMENT OPTIONS ACCEPTED

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Pangolin Africa NPC bank account, the details of which will be provided on request.

## CARD ACQUIRING AND SECURITY

Card transactions will be acquired for Pangolin Africa NPC via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO 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.

## CUSTOMER DETAILS SEPARATE FROM CARD DETAILS

Customer details will be stored by Pangolin Africa NPC separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO 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

Pangolin Africa NPC 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 Pangolin Africa NPC 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 51 Roeland Square, Roeland Street, Gardens, Cape Town, South Africa, 8001.

## VARIATION

Pangolin Africa NPC may, in its sole discretion, change this agreement or any part thereof at any time without notice.

## COMPANY INFORMATION

This website is run by Pangolin Africa NPC based in South Africa trading as Pangolin.Africa NPC and with registration number 2018/380634/08 and Toby Jermyn, Sadicka Hajwanie-Timm and Helena Atkinson (Directors).

## PANGOLIN AFRICA NPC CONTACT DETAILS

Company Physical Address: Unit 51 Roeland Square, Roeland Street, Gardens, Cape Town, South Africa, 8001

Email: [info@pangolin.africa](mailto:info@pangolin.africa)

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