

Terms and Conditions

Detailed description of goods and/or services

MTB ZA (Pty) Ltd. is a business in the Software Development industry that develops applications that allow the user to view and register for races using the specified application.

Delivery policy

Subject to availability and receipt of payment, requests will be processed within two days and delivery confirmed by way of e-mail

Return and Refunds policy

The provision of goods and services by MTB ZA (Pty) Ltd. is subject to availability. In cases of unavailability, MTB ZA (Pty) Ltd. will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10 % administration fee.

Customer privacy policy

MTB ZA (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 MTB ZA (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 MTB ZA (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 MTB ZA (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

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

MTB ZA (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 MTB ZA (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 2, 118 Sovereign Drive, Route 21 Corporate Park, Irene, Pretoria, 0157.

Variation

MTB ZA (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 DotCloud (Pty) Ltd. based in South Africa trading as DotCloud (Pty) Ltd. and with registration number 2011/146448/07 and Stephan Myburg and Louis du Plessis as Directors.

MTB ZA (Pty) Ltd. contact details

Support: Email: support@mtbza.co.za

Telephone: 012 345 4568