



Firefighters Relief Fund

Terms & Conditions

NPO number: 236-919 - December 2019

1. Firefighters Relief Fund is a business in the Firefighting & Rescue services.
2. **Delivery policy**
Donations will be gratefully received and used as per our constitutional rules (available on our website).
3. **Export restriction**
The offering on this website is available to South African clients only.
4. **Return and Refunds policy**
Refunds of donations can be made by the patron, if there is a mutually valid reason why this needs to occur. We accept that all donations made via our website will be deemed final in the first place.
5. **Customer Privacy policy**
Firefighters Relief Fund 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.
6. **Payment options accepted**
Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Firefighters Relief Fund bank account, the details of which will be provided on request.
7. **Card acquiring and security**
Card transactions will be acquired for Firefighters Relief Fund 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 to view their security certificate and security policy.
8. **Customer details separate from card details**
Customer details will be stored by Firefighters Relief Fund 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.
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**
Firefighters Relief Fund 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.
11. **Country of domicile**
This website is governed by the laws of South Africa and Firefighters Relief Fund 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, _____.
12. **Variation**
Firefighters Relief Fund 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 Firefighters Relief fund PTY(ltd) based in South Africa with registration number 2019/481350/08
14. Your Company contact details
Company Physical Address: 19 Witzenberg str, Durbanville Hills, Durbanville
Email: shaun@firefightersfund.co.za
Telephone: 0733367617