

### Payfast Terms and Conditions

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

MiRO a member of the Hudaco Group is a South African based ICT distributor specialising in both hardware and software distribution.

#### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 5 working days and delivery confirmed via proforma invoice delivered on email.

#### 3. Export restriction

Export restrictions in-line with the United Nations published sanctions list and any other countries that may be sanctioned by South Africa.

#### 4. Return and Refunds policy

The provision of goods and services by MiRO is subject to availability. In cases of unavailability, MiRO will refund the client in full within 30 days. Cancellation of orders by the client will attract a 0% administration fee.

#### 5. Customer Privacy policy

MiRO shall take all reasonable steps to protect the personal information of users. For the purpose of this Terms and Conditions, '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://miro.co.za/content/18-privacy-policy>

#### 6. Payment options accepted

Payments may be made via Visa or MasterCard Cards or SID Secure EFT into MiRO's bank account, the details of which will be provided on the Pro-forma Invoice.

#### 7. Card acquiring and security

Card transactions will be acquired for MiRO via Payfast by Network, who are the approved payment gateway for all South African Acquiring Banks. Payfast by Network 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.payfast.io](http://www.payfast.io) to view their security certificate and security policy.

A Division of Hudaco Trading Proprietary Limited Co. Registration No. 1984/005432/07

#### Centurion



Centurion  
9 Landmarks Avenue  
Kosmosdal Ext 11  
Samrand  
0157



Tel: +27 12 657 0960

#### Cape Town



Unit 3 Northgate Estate  
12 Platinum Drive,  
Brooklyn  
Cape Town  
7405



Tel: +27 21 555 3207

#### Durban



3 Thynk Retail Park  
23 Riverhorse Rd  
Newlands East  
4017



Tel: +27 31 564 7283

#### Nelspruit



55 Rapid Street, Unit C2  
Waterfall Park  
Riverside Industrial  
1200



Tel: +27 13 752 4654



PO Box 4487 The Reeds 0158



086 123 MIRO(6476)



[www.miro.co.za](http://www.miro.co.za)

### 8. Customer details separate from card details

Customer details will be stored by MiRO separately from card details which are entered by the client on Payfast by Network 's secure site. For more details on Payfast by Network 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

MiRO 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 MiRO 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, 9 Landmarks Avenue, Kosmosdal Ext. 11, Samrand, 0157

### 12. Variation

MiRO 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 MiRO, a division of Hudaco, a private company based in South Africa trading as MiRO and with registration number 1984/005432/07 and with M. d Ru, S. Pillay, and J. Newton as divisional directors.

### 14. Company Physical Address:

9 Landmarks Avenue, Kosmosdal Ex. 11, Samrand, 0157

Email: [feedback@miro.co.za](mailto:feedback@miro.co.za) Tel: 012 657 0960

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