

ONLINE SHOPPING TERMS AND CONDITIONS

1. Who we are

Arthur Bales (Pty) Ltd is a business in the retail industry that specialises in haberdashery.

2. Delivery policy

Subject to availability and receipt of payment, orders will be processed within 3 working days and a tracking number for delivery by use of courier or other service will be confirmed by way of email. The associated costs of sending with the courier or other service will be included in the total cost of the sale before checkout.

3. Export restriction

The online offering on this website is currently available to South African clients only.

4. Return and refunds policy

The provision of goods and services by Arthur Bales (Pty) Ltd is subject to availability. In cases of unavailability, Arthur Bales (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will be accepted before the order is dispatched, after which unwanted items may be returned at the client's own expense and a credit will be provided.

Should any goods received prove to be faulty, Arthur Bales (Pty) Ltd will arrange for a replacement or refund - whichever is preferred.

Should any goods be returned which are not faulty, they are to be returned within 30 days of purchase. A credit for the cost of the goods will be provided on condition the items are unused, unopened and in a saleable condition. Arthur Bales (Pty) Ltd will not be able to cover the cost of returning the goods.

Arthur Bales (Pty) Ltd reserves the right to reduce the refund to reflect any reduction in the value of the goods if the item has been handled in a way in which would not be permitted in a shop.

Please note that patterns, books, cut trims and cut fabrics are non-refundable.

5. Customer privacy policy

Arthur Bales (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.

6. Payment options accepted

Payment may be made via Visa, MasterCard or by bank transfer into the Arthur Bales (Pty) Ltd bank account, the details of which will be provided on request.

7. Card acquiring and security

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

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

Arthur Bales (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.

11. Country of domicile

This website is governed by the laws of South Africa and Arthur Bales (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, P.O.Box 44644 Linden, 2104.

12. Variation

Arthur Bales (Pty) Ltd 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 Arthur Bales (Pty) Ltd, private company based in South Africa trading as Arthur Bales and with registration number 1947/026 450/07 and Directors: AJ Bales, GE Bales, J Bales, N McGregor

14. Company contact details

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