

 info@duja.co.za

 (012) 460 9824

 www.duja.co.za

 418 Anderson Street, Menlo Park, 0081, South Africa (head office)

4th Floor, 165 West Street, Sandton, 2196, South Africa

1st Floor, The Square Shopping Centre, 250 Umhlanga Rocks Drive,  
Umhlanga, 4051, South Africa



## TERMS AND CONDITIONS

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

Duja Consulting (Pty) Ltd is a business in the consulting and training industry that deliver services in the following fields – Business Consulting in all aspects, including: Project Management, HR Services, Forensic Services, Payroll Outsourcing, Financial Administration, Leadership Development, Training Projects.

### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 5 business days and delivery confirmed by way of email (courier and/or postal services will be included in the quotation or invoice provided).

### 3. Return and Refunds policy

The provision of goods and services by Duja Consulting (Pty) Ltd is subject to availability. In cases of unavailability, Duja Consulting (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee, and the direct cost incurred in terms of Printing and Courier Services.

### 4. Customer Privacy policy

Duja Consulting (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](http://www.polity.org.za/attachment.php?aa_id=3569).

### 5. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Duja Consulting (Pty) Ltd bank account, the details of which will be provided on request.

### 6. Card acquiring and security

Card transactions will be acquired for Duja Consulting (Pty) Ltd 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.

### 7. Customer details separate from card details

Customer details will be stored by Duja Consulting (Pty) Ltd 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).

### 8. 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) and United States Dollar (USD).

### 9. Responsibility

Duja Consulting (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.

### 10. Country of domicile

This website is governed by the laws of South Africa and Duja Consulting (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, 418 Anderson Street, Menlo Park, Pretoria, South Africa, 0081.

#### Directors:

**John Henry de Jager, Thirunassen Mudaly, Madi du Toit**

 info@duja.co.za

 (012) 460 9824

 www.duja.co.za

 418 Anderson Street, Menlo Park, 0081, South Africa (head office)  
4th Floor, 165 West Street, Sandton, 2196, South Africa  
1st Floor, The Square Shopping Centre, 250 Umhlanga Rocks Drive,  
Umhlanga, 4051, South Africa



### **11. Variation**

Duja Consulting (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **12. Company information**

This website is run by Duja Consulting (Pty) Ltd based in South Africa trading as Duja Consulting (Pty) Ltd and with registration number 2005/007371/07 and its Directors.

### **13. Duja Consulting (Pty) Ltd contact details**

Company Physical Address: 418 Anderson Street, Menlo Park, Pretoria, South Africa, 0081

Email: [info@duja.co.za](mailto:info@duja.co.za)

Telephone: +27 12 460 9824

#### **Directors:**

**John Henry de Jager, Thirunassen Mudaly, Madi du Toit**