

# **ROBOTHINK**

## **TERMS AND CONDITIONS**

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

Robothink South Africa is a business in the education industry that provides training services and resources in science, technology, engineering, arts and mathematics.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 3 days and delivery confirmed by way of email and a booking number. Where applicable goods will be delivered by means of a courier service.

### **3. Export restriction**

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

### **4. Return and Refunds policy**

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

### **5. Customer Privacy policy**

Robothink 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)

### **6. Payment options accepted**

Payment may be made via Visa, MasterCard, PayGate Plus, American Express, MasterPass, SD DPO, Diners Club, Zappor, Mobicred, snapscan, and Visa Checkout, .

### **7. Card acquiring and security**

Card transactions will be acquired for Robothink 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](http://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 Robothink 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](http://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**

Robothink 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 Robothink 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**

Robothink may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **13. Company information**

13.1 This website is run by Pathways Capital (Pty) Ltd a private company registered and based in South Africa trading as Robothink South Africa and with registration number 2014/137437/07

13.2 Office Bearers: Joe Maswanganyi and Leema Mofokeng.

13.3 Physical Address: 35 Fricker Road, Illovo, Johannesburg, Gauteng, South Africa, 2193

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

13,5 Telephone: 010-012-3364.