

INTERNET MERCHANT REQUIREMENTS

1. Detailed description of goods and/or services

Jennifer Perkel T/A Children in Mind is a business in the Health industry that offers Mental health resources, Online Lectures, Consultations and Books.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 days and delivery confirmed by way Fastway couriers, email link or Zoom consultation.

(for e.g. booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)

3. Export restriction (Optional)

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

4. Return and Refunds policy

The provision of goods and services by Jennifer Perkel T/A Children in Mind is subject to availability. In cases of unavailability, Jennifer Perkel T/A Children in Mind will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5 % administration fee.

(If appropriate – provide details of your policy regarding damaged goods. Also mention guarantees, warranties, etc.)

5. Customer Privacy policy

Jennifer Perkel T/A Children in Mind 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 Jennifer Perkel T/A Children in Mind bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for Jennifer Perkel T/A Children in Mind via Payfast (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Payfast 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 Jennifer Perkel T/A Children in Mind 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

Jennifer Perkel T/A Children in Mind 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 Jennifer Perkel T/A Children in Mind 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, 8 Kreupelhout Lane, Devils Peak, Vredehoek, Cape Town 8001 .

12. Variation

Jennifer Perkel T/A Children in Mind 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 Jennifer Perkel T/A Children in Mind (sole trader) based in South Africa trading as Children in Mind and with Jennifer Perkel (Owner).

14. Jennifer Perkel T/A Children in Mind contact details

Company Physical Address: 8 Kreupelhout Lane, Devils Peak, Vredehoek, Cape Town 8001

Email: jenny@perkel.co.za Telephone: 021 461 9153