

TERMS AND CONDITIONS

- Detailed description of goods and/or services**
LBK Industries (PTY) Ltd is a business in the Marketing, Design & Creative industry that offers services to both individuals & corporates alike.
- Delivery policy**
Subject to availability and receipt of payment, requests will be processed within 3-5 working days and delivery confirmed by way of delivery receipt.
(for e.g. booking number / booking voucher etc. and must mention the use of courier and/or postal services and associated costs, if applicable.)
- Export restriction** (Optional)
The offering on this website is available to South African clients only.
- Return and Refunds policy**
The provision of goods and services by LBK Industries (PTY) Ltd is subject to availability. In cases of unavailability, LBK Industries (PTY) Ltd 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.)
- Customer Privacy policy**
LBK Industries (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.
- Payment options accepted**
Payment may be made via Visa and MasterCard, and SiD eft.
- Card acquiring and security**
Card transactions will be acquired for LBK Industries (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.
- Customer details separate from card details**
Customer details will be stored by LBK Industries (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.
- 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).
- Responsibility**
LBK Industries (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.
- Country of domicile**
This website is governed by the laws of South Africa and LBK Industries (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, at No 101, Foyer 1, Colosseum Building, Century Way, Century City, 7441.
- Variation**
LBK Industries (PTY) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.
- Company information**
This website is run by LBK Industries (PTY) Ltd, a private company based in South Africa trading as LBK Industries (PTY) Ltd and with registration number 2014 / 242310 / 07 and it's Director/Owner.
- LBK Industries (PTY) Ltd contact details**
Company Physical Address: No 101, Foyer 1, Colosseum Building, Century Way, Century City, 7441

Email: info@lbk-industries.co.za Telephone: +27 73 975 4432