

TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Sodexo Southern Africa (Pty) Ltd is a business in the food services and facilities management industry that provides services to a variety of clients throughout South Africa.

2. Delivery policy

Subject to availability and receipt of payment, orders are placed and confirmed via the Intelipos Mobile App, and will be processed 24 hours after date of order.

3. Return and Refunds policy

The provision of goods and services by Sodexo Southern Africa is subject to availability. In cases of unavailability, Sodexo Southern Africa will refund the client in full within 30 days. Cancellation of orders by the client before 12h00 on the day the order is placed will attract no administration fee but orders cancelled after 12h00 on the day the order is placed will forfeit 100% of the cost.

4. Customer Privacy policy

Sodexo Southern Africa 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 .

5. Payment options accepted

Payment may be made via Visa and MasterCard.

6. Card acquiring and security

Card transactions will be acquired for Sodexo Southern Africa 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.

7. Customer details separate from card details

Customer details will be stored by Sodexo Southern Africa 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.

8. Merchant Outlet country and transactioncurrency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

9. Responsibility

Sodexo Southern Africa 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 Sodexo Southern Africa 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.

11. Variation

Sodexo Southern Africa 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 Sodexo Southern Africa (Pty) Ltd based in South Africa trading as Sodexo Southern Africa (Pty) Ltd and with registration number 1964/ 009491/07 and Directors: R. Panicker* (*Indian), A. Govender, L. Mtiya (Non-Exec).

13. Sodexo Southern Africa contact details

Company Physical Address: [Pines Building, The Avenues Office Park, 45 Homestead Road, Rivonia, Johannesburg.](#)

Email: contact.za@sodexo.com

Telephone: [+27 11 803-6600](tel:+27118036600)