

1. Detailed description of goods and/or services

Pangea Professional Services (Pty) Ltd is a business in the commercial and construction industry that is a commercial advisory practice that offers, contract management, planning management, dispute resolution and training to owner organizations in the built environment.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 working days and delivery confirmed by way email. There will be additional costs for shipping if the purchaser does not choose the option of collecting from the business premises address listed below.

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 Pangea Professional Services (Pty) Ltd is subject to availability. In cases of unavailability, Pangea Professional Services (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 20 % administration fee. No returns will be accepted after 14 working days of the purchase. The same time frame will apply to exchanges.

5. Customer Privacy policy

Pangea Professional Services (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.

6. Payment options accepted

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

7. Card acquiring and security

Card transactions will be acquired for Pangea Professional Services (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.

8. Customer details separate from card details

Customer details will be stored by Pangea Professional Services (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.

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

Pangea Professional Services (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.

11. Country of domicile

This website is governed by the laws of South Africa and Pangea Professional Services (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, 64 Wierda Road East, Sandton 2196, Johannesburg, South Africa.

12. Variation

Pangea Professional Services (Pty) Ltd 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 Pangea Professional Services (Pty) Ltd a private company based in South Africa trading as

Pangea Professional Services (Pty) Ltd and with registration number 2014/181156/07 and Trevor. E. Govender as sole Director.

14. (Pangea Professional Services (Pty) Ltd contact details:

Company Physical Address: 64 Wierda Road East, Sandton 2196, Johannesburg, South Africa.

Email: info@pangea.co.za or theo@pangea.co.za

Telephone: +2711 759 4183