



I N T E R N A T I O N A L

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

Kings International Removers (PTY) LTD is a business in the transportation and shipping industry that specializes in international household removals (export and import).

#### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 2 days and delivery confirmed by way of email confirmation to our contracted partners.

#### **3. Return and Refunds policy**

The provision of goods and services by Kings International (PTY) LTD is subject to availability. In cases of unavailability, Kings International (PTY) LTD will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5 % administration fee.

#### **4. Customer Privacy policy**

Kings International (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](http://www.polity.org.za/attachment.php?aa_id=3569).

#### **5. Payment options accepted**

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Kings International (PTY) LTD bank account, the details of which will be provided on request.

#### **6. Card acquiring and security**

Card transactions will be acquired for Kings International (PTY) LTD via PayGate (Pty) Ltd who are the approved payment gateway for all South African

Acquiring Banks. DPO 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.

#### **7. Customer details separate from card details**

Customer details will be stored by Kings International (PTY) LTD separately from card details which are entered by the client on DPO PayGate's secure site.

For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

#### **8. 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).

#### **9. Responsibility**

Kings International (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.

#### **10. Country of domicile**

This website is governed by the laws of South Africa and Kings International (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, 6 Scheckter Road, Unit 2 Millennium Park, Killarney Gardens, Cape Town, 7441 .

#### **11. Variation**

Kings International (PTY) LTD 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 Kings International (PTY) LTD private company based in South Africa trading as Kings International (PTY) LTD and with registration number 1973/005281/07 and Rolf Michael Lamers (Owner)

#### **13. Kings International Removers contact details**

Company Physical Address: 6 Scheckter Road, Unit 2 Millennium Park, Killarney Gardens, Cape Town, 7441

Email: [info@kings-int.com](mailto:info@kings-int.com) Telephone: +27 (21) 522-6160

Member of:



CAPE TOWN

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