



Minimum Terms and Conditions

1. Detailed description of goods and/or services

AnkerPlatform is a business in the Fintech Industry industry that provides payment solutions.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 1 days and delivery confirmed by way automated transaction.

(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 AnkerPlatform is subject to availability. In cases of unavailability, AnkerPlatform will refund the client in full within 30 days. Cancellation of orders by the client will attract a 100% administration fee.

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

5. Customer Privacy policy

AnkerPlatform 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 AnkerPlatform bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for AnkerPlatform 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 to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored by AnkerPlatform 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.

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

AnkerPlatform 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 AnkerPlatform 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. Address: Pretoria Junction Unit 8, Prestwich Street 60, De Waterkant, Cape Town 8001, South Africa.

12. Variation

AnkerPlatform 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 AnkerPlatform (sole trader / private company / close corporation) based in South Africa trading as AnkerPlatform and with registration number 2018 / 212699 / 07. Directors: Bobby Jonker & Les Vorster.

14. Your Company contact details

Company Physical Address: Victoria Junction Unit 8, Prestwich Street, De Waterkant, Cape Town 8001

Email: info@ankerpay.com Telephone: +27 66 198 4607