

Hailstorm Imports Pty Ltd

Our website address is: <https://www.hailstormza.com>

TERMS AND CONDITIONS

Terms and Conditions

About Us Hailstormza.com (hereinafter referred to as Hailstorm) is an online facility which enables purchasing of special products sourced by Hailstorm from around the world. It is always a problem in South Africa for people who are serious about quality products to find and/or source those products at fair prices, in sufficient quantities and readily available. We manage the entire process from the procurement of products, right down to the delivery of products to individuals with South Africa. Hailstorm stocks certain products on a regular basis and also source products from suppliers all over the world.

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We do everything we can to ensure that the prices on our and other companies websites are correct, and we try to keep our prices constant. Sometimes we need to change the cost of a product, either up or down.

Prices may be changed at any time without further notice. We reserve the right to change our product's prices at any time without further notice.

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Delivery Policy

When you click to make a purchase with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. By making any purchase or interfacing with our web site you declare and

accept and understand and agree to all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries please contact us before making any purchase for any service through this website. We are not responsible for delayed deliveries caused by any problems which may arise due to the importation of goods. This includes, but is not limited to, USA suppliers delaying orders, customs detaining shipments, acts of God, SARS inspections, customs inspections, Port Health inspections or flight delays. This means that if an order is delayed, the customer is not entitled to a refund. Delivery estimates are only estimates. Refunds will be made at the discretion of the company. Please do not purchase if you do not agree to these conditions. Further to this, if delivery is made and you are not available at the address and/or your phone number is not working – resulting in the shipment being returned to Hailstorm – the customer will be liable for shipping costs due to non delivery. *The indication of delivery time days is based on weekday, with weekdays running from Monday to Friday and excludes public and bank holidays. The Courier Company will only collect from Hailstorm on weekdays from Monday to Friday. If an order is collected for example on a Wednesday it will only be delivered on the following Friday or Monday. Items are dispatched in 2-3 days.*

Refunds

Should you for any reason wish to cancel your purchase you will be liable for all shipping costs that may arise, caused by the shipping of the requested item back to the original seller. An additional cost of 35% handling fee will also be charged. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. Only items that are in 100% unused condition in the exclusive opinion of the company and in original undamaged packaging shall be considered for a refund.

Payment Options

All transactions will be processed in South African Rands (ZAR). We do not accept credit card payments but we accept an EFT into our bank account, the information of which we will supply in an automated email you will receive after you have placed your order.

Security Policy

1. Virtual Card Services process all credit card transactions. All credit card transactions are 128 bit Secure Socket Layers (SSL) encrypted. The company registration documents and the site registered domain name are checked and verified by Thawte, ensuring the cardholder and merchant that nobody can impersonate VCS to obtain confidential information. 2. Virtual Card Services is committed to providing secure online services. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions. Virtual Card Services Internet servers are protected by firewalls and intrusion detection systems. 3. The Merchant does not have access to credit details. 4. Virtual Card Services continually reviews and enhances its security in line with technological changes. Monitoring We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website). Law The Conditions will be exclusively governed by and construed in accordance with the laws of

South Africa whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

Contact Details

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