

## MERCHANT WEBSITE REQUIREMENTS - BREAKDOWN

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

Elal Funerals Pty Ltd is a business in the Funeral Service industry the packages for cremation and coffins are as follows

**Removal:** Conditions: 24/7 service within a specific area; extra charges for outside.

**Storage** Includes specified storage period; fees for extended time.

**Preparation:** includes embalming, dressing, and cosmetology; follows health standards.

**Type of Coffin:** Choose from specified types; upgrades available at extra cost.

**Grave, Tent & Chairs** Provided for the service; special setup requests must be pre-arranged.

**Hearse:** Day-of-service transport; additional charges for long distances.

**Family Car:** Transport for the family on the funeral day; limited to a certain number of passengers.

**100 Color Programs:** Design and print of 100 copies; additional copies cost extra.

**Coffin spray:** Floral arrangement included; custom options available at extra cost.

**Cross/Memorial Plaque:** Standard plaque included; customization available for an extra fee.

**Airtime Voucher:** Voucher for immediate family; specific value and provider.

**Grocery Voucher:** Grocery voucher with specified value; redeemable at designated stores.

**Cashback** Specified amount; terms for eligibility and issuance outlined.

### 2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 14 days and delivery confirmed by way email or postal

### 3. Export restriction

The offering on this website is available to South African clients only.

### 4. Return and Refunds policy

You can cancel the policy at any time by written notice. If we receive your notice no more than 30 days after you received this document, the policy ends when we receive your notice. This is known as a cooling-off cancellation. If we receive your notice after the 30 days, your policy will end at the end of the month in which we receive your notice, and then only any premiums received after the policy has ended will be refunded.

### 5. Customer Privacy policy

Elal Funerals 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).

### 6. Payment options accepted

Payment may be made via Visa, MasterCard and Electronic Transfer

### 7. Card acquiring and security

Card transactions will be acquired for Elal Funerals 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](http://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 Elal Funerals Pty Ltd 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](http://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**

Elal Funerals Pty Ltd 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 Elal Funerals Pty Ltd 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.

#### **12. Variation**

Elal Funerals 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 Elal Funerals Pty Ltd Pty Ltd based in South with registration number 2018/300166/07

#### **14. (Your Company) contact details**

18A Aberdeen Street Hermanus, 028 313 2354, [info@elalfunerals.co.za](mailto:info@elalfunerals.co.za)