

Terms And Conditions

Detailed description of goods and/or services

Alpha Pharm PTY LTD is a business in the Pharmaceuticals industry that markets

Delivery policy

Subject to availability and receipt of payment, requests will be processed within 1-2 days and delivery confirmed by way of Order number. Must mention the use of courier and/or postal services and associated costs, if applicable.

Export restriction (Optional)

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

Return and Refunds policy

The provision of goods and services by Alpha Pharm PTY LTD is subject to availability. In cases of unavailability, ALPHA PHARM PTY LTD will refund the client in full within 30 days. Cancellation of orders by the client will attract a . . . % administration fee.

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

Customer privacy policy

ALPHA PHARM 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

Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by bank transfer into the ALPHA PHARM PTY LTD bank account, the details of which will be provided on request

Credit card acquiring and security

Credit card transactions will be acquired for ALPHA PHARM PTY LTD via (Payfast by Network) who are the approved payment gateway for Standard Bank of South Africa. (Payfast by Network) uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to (Payfast by Network) to view their security certificate and security policy.

Customer details separate from card details

Customer details will be stored by ALPHA PHARM PTY LTD separately from card details which are entered by the client on (PAYFAST BY NETWORK) secure site. For more detail on (PAYFAST BY NETWORK) refer to (<https://www.network.ae/en/faqs/unified-group-domain>)

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).

Responsibility

ALPHA PHARM 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

Country of domicile

This website is governed by the laws of South Africa and ALPHA PHARM 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.

Variation

ALPHA PHARM PTY LTD may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by (sole trader / private company / close corporation) based in South Africa trading as Alpha Pharm Pty Ltd and with registration number 1972/000895/07 and

NEL JACOBUS DANIEL DIRECTOR

PATEL AKSHAR DIRECTOR

STEYN IZAK NICOLAAS DIRECTOR

TERBLANCHE THEO HENDRIK DIRECTOR

WHITE STEPHEN PETER DIRECTOR

ALPHA PHARM PTY LTD

Support : marketing@alphapharm.co.za

Support: **012 845 0400**