

TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Reticulation Network Management (Pty) Ltd is a business in the electricity industry that provides metering of electricity consumption and sell electricity on behalf of their client(s) to home/property owners/tenants.

2. Delivery policy

On receipt of successful payment, the order will be processed immediately, displaying the electricity token and detailed receipt. Confirmation can be sent by email to the registered email address of the customer and if desired, the electricity token will be sent by SMS to the registered mobile number.

3. Return and Refunds policy

Reticulation Network Management (Pty) Ltd cannot refund any payments. If a payment is verified and an electricity token not generated, we will manually generate a token with units in kWh per tariff applicable.

4. Cancellation policy

When a transaction is cancelled by the customer before payment is done or the transaction is cancelled by the bank for any reason, a token will not be generated and the customer should commence a new transaction.

5. Customer Privacy policy

Reticulation Network Management (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) and in the Protection of Personal Information Act, 2013 (Act 4 of 2013).

The PAIA may be downloaded from: https://www.polity.org.za/attachment.php?aa_id=3569.

The POPIA may be downloaded from: https://www.polity.org.za/attachment.php?aa_id=47193 or <https://www.popia.co.za>.

6. Payment options accepted

Payment may be made via Visa, MasterCard or by Instant EFT.

7. Card acquiring and security

Card transactions will be acquired for Reticulation Network Management (Pty) Ltd via PayGate (Pty) Ltd and Instant EFT transactions via Setcom (Pty) Ltd trading as SiD Secure EFT, a DPO Company, who are the approved payment gateways for all South African Acquiring Banks. They use the strictest form of encryption, namely Transport Layer Security (TLS 1.3) and no Card or Internet banking 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 Reticulation Network Management (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 and for SiD Secure EFT <https://sidpayment.com/terms-and-conditions/>.

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

Reticulation Network Management (Pty) Ltd takes responsibility for all aspects relating to the transaction including sale of services sold on this website, customer service and support, dispute resolution and generating electricity tokens upon successful payment.

11 Country of domicile

This website is governed by the laws of South Africa and Reticulation Network Management (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, 73 Meade street, GEORGE, 6530.

12 Variation

Reticulation Network Management (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13 Company information

This website (Smartmeter) is run by Reticulation Network Management (Pty) Ltd (private company) based in South Africa trading as Reticulation Network Management and with registration number 2008/008408/07 and Directors LJ Smit, J Rademeyer and JF Greyling.

14 Reticulation Network Management (Pty) Ltd contact details

Company Physical Address: 73 Meade Street, George

Email: admin@rnm.co.za

Telephone: +27 861 222 623