
ONLINE PURCHASE AGREEMENT

Narich (Pty) Ltd is a business that provides solutions using light and spectral data; a non-destructive spectral analysis to identify or quantify properties of multiple objects of matter. Narich sells scientific instruments, accessories and service thereof as well as training.

1. Delivery policy

Subject to availability and receipt of payment, requests will be processed within **3** days and delivery confirmed by way of email or sms.

2. Return and Refunds policy

The provision of goods and services by Narich (Pty) Ltd is subject to availability. In cases of unavailability, Narich (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5 % administration fee.

3. Customer Privacy policy

Narich (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.

4. Payment options accepted

Payment may be made via Visa, MasterCard, or by bank transfer into the Narich (Pty) Ltd bank account, the details of which will be provided on request.

5. Card acquiring and security

Card transactions will be acquired for Narich (Pty) Ltd via Pay Gate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Pay Gate 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.

6. Customer details separate from card details

Customer details will be stored by Narich (Pty) Ltd separately from card details which are entered by the client on Pay Gate's secure site. For more detail on Pay Gate refer to www.paygate.co.za.

7. 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).

8. Responsibility

Narich (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.

9. Country of domicile this website is governed by the laws of South Africa and Narich (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 as 21 Clare Street, Gardens, Cape Town 8001.

10. Variation

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

11. Company information

This website is run by Private Company based in South Africa trading as Narich (Pty) Ltd and with registration number 2012/009858/07.

12. Narich (Pty) Ltd contact details:

Company Physical Address: 21 Clare Street, Gardens, Cape Town 8001

Email: online@narich.co.za

Telephone: 0860 949 903