**1. Terms of Service Page Name: Terms of Service**

Policy:
Welcome to [www.ugetmogroup.com](http://www.ugetmogroup.com), operated by UGETMO GROUP (PTY) LTD, 377 Rivonia Blvd, Rivonia, Sandton, 2128, South Africa. By accessing or purchasing from our website, you agree to these Terms of Service.

* **Website Use**: For lawful purposes only. Unauthorized activities (e.g., hacking, data scraping) are prohibited, per the Electronic Communications and Transactions Act, 2002.
* **Order Acceptance:** Orders require a minimum value of **R500** and are subject to UGETMO GROUP’s approval. We may cancel orders due to stock unavailability, pricing errors, or suspected fraud, with notification within 3 working days.
* **Pricing:** Prices are in ZAR, Exclusive of VAT, and valid for 7 days per quotation unless stated otherwise. Errors are corrected with customer notification.
* **Product Descriptions**: We aim for accurate descriptions, images, and specifications. Minor variations (e.g., color for branded merchandise) do not qualify for returns unless faulty, per CPA Section 55.
* **Liability:** UGETMO GROUP’s liability is limited to the order value. We are not responsible for indirect losses (e.g., business downtime), except as required by CPA.
* **Ownership:** For business account orders, ownership remains with UGETMO GROUP until full payment is received, per Payment Terms.
* **Intellectual Property:** Website content (logos, images, text) is owned by UGETMO GROUP, per the Copyright Act, 1978. Unauthorized use is prohibited.
* **Force Majeure**: We are not liable for delays due to unforeseen events (e.g., strikes, natural disasters).
* **Dispute Resolution:** Disputes are resolved via mediation, then arbitration per CPA, or referral to the National Consumer Commission.
* **Amendments:** Terms may be updated, with changes posted here. Continued use constitutes acceptance.
Contact: legal@ugetmogroup.com or 011 749 3322.

**2. Privacy Policy (POPIA Compliance) Page Name: Privacy Policy**

Policy:
UGETMO GROUP (PTY) LTD is committed to protecting personal information under the Protection of Personal Information Act, 2013 (POPIA). This Privacy Policy governs data practices for [www.ugetmogroup.com](http://www.ugetmogroup.com).

* **Data Collection:** We collect personal information (e.g., name, contact details, payment details) via website forms, live chat (HubSpot), WhatsApp, Meta Business Suite, Payfast transactions, or email for orders, quotations, business accounts, and marketing.
* **Purpose of Use:** Data is used to:
	+ Process orders (minimum R500) and deliveries.
	+ Manage quotations and 30/60-day accounts.
	+ Process payments via Payfast.
	+ Send marketing communications (with consent).
	+ Improve website functionality.
* **Consent:** Using our website implies consent to data collection for these purposes. Opt out of marketing via sales@ugetmogroup.com or unsubscribe links.
* **Data Security:**
	+ Data is stored in HubSpot, Xero, AWS, and Payfast with encryption and restricted access.
	+ Payfast complies with PCI DSS for secure payments.
	+ Employees receive annual POPIA training.
	+ Breaches are reported to the Information Regulator and affected parties within 72 hours.
* **Data Sharing:** Shared only with authorized third parties (e.g., couriers, Payfast) under confidentiality agreements. We do not sell data.
* **Retention:** Data is retained for 5 years per SARS requirements or as needed for business accounts, then securely deleted.
* **Customer Rights:** Request access, correction, or deletion of data via legal@ugetmogroup.com within 10 working days.
* **Cookies:** Used for essential functions (e.g., live chat, cart, Payfast) and analytics/marketing (with consent). Manage via cookie banner or browser settings.
* **Cross-Border Data:** International transfers (e.g., Payfast servers) use POPIA-compliant safeguards.
* **Complaints:** Contact our Information Officer at legal@ugetmogroup.com or the Information Regulator.

3**. Payment Terms Page Name: Payment Terms**

Policy:
UGETMO GROUP (PTY) LTD ensures secure and timely payments for orders (minimum R500).

* **Standard Payments:** Full payment is due upon quotation acceptance, payable via:
	+ Payfast: Secure online payments (credit/debit cards, EFT, mobile payments) on [www.ugetmogroup.com](http://www.ugetmogroup.com), per PCI DSS standards.
	+ EFT: To Standard Bank, Account No: 1022 7576 908, Business Current, Branch Code: 051001. Send proof to admin@ugetmogroup.com
	No goods are released until payment clears, unless a business account is approved.
* **Business Accounts:**
	+ Apply via admin@ugetmogroup.com with credit references. Approval within 5 working days.
	+ **30-Day Accounts:** Payment due within 30 days from invoice date.
	+ **60-Day Accounts:** Payment due within 60 days, subject to additional approval.
	+ Ownership remains with UGETMO GROUP until full payment is received.
* **Late Payments:**
	+ **Interest:** 2% per month (24% per annum, compounded daily), per the National Credit Act, 2005.
	+ **Penalty:** 5% of the outstanding balance for failure to honor terms, added to the next invoice.
	+ Non-payment may lead to account suspension, order cancellation, or legal action after 7 days’ notice.
* **Invoicing:** Issued via Xero, sent to the client’s email.
* **Disputes:** Raise invoice disputes within 7 days via admin@ugetmogroup.com. Unresolved disputes may be arbitrated, per CPA.

**4. Delivery Policy Page Name: Delivery**

Policy:
UGETMO GROUP (PTY) LTD ensures timely delivery of orders (minimum R500).

* **Lead Times:**
	+ Stationery: 1–3 working days.
	+ Furniture: 1–2 weeks (some items: 1–5 working days).
	+ Branding: 3–7 working days for branded items & 2-3 days for unbranded items
	+ Tech accessories and hardware: 1–3 working days.
* **Delivery Fees:**
	+ Free for orders over R2,000.
	+ For orders R500–R2,000, a standard fee of R180.00 applies quoted at checkout or in the quotation.
* **Process:** Orders are processed after payment confirmation via Payfast or EFT (or business account approval). Tracking details are sent via email.
* **Delivery Areas:** Nationwide, with priority to Gauteng. International delivery available on request, subject to fees and customs compliance.
* **Risk and Ownership:** Risk transfers upon delivery; ownership transfers after full payment (for business accounts, remains with UGETMO GROUP until paid).
* **Failed Deliveries:** If delivery fails due to incorrect address or unavailability, a redelivery fee applies. Contact sales@ugetmogroup.com within 3 days to reschedule.
* **Inspection:** Inspect goods upon receipt and report issues within 7 days, per Return Policy.

**5. Return Policy Page Name: Returns**

Policy:
UGETMO GROUP (PTY) LTD ensures customer satisfaction for orders (minimum R500), per the Consumer Protection Act, 2008.

* No Returns on Branded Merchandise: Customized items (e.g., clothing, promotional items) are non-returnable unless faulty or incorrect.
* Eligible Returns:
	+ Faulty or incorrect items must be reported within 7 days of delivery via sales@ugetmogroup.com or live chat, with order number, proof of purchase, and photos.
	+ Approved returns must be unused, in original packaging, and returned within 7 days of authorization to 377 Rivonia Blvd, Rivonia, Sandton, 2128.
* Handling Fee: A 15% restocking fee applies to approved non-faulty returns (excluding branded merchandise), deducted from the refund to cover inspection, repackaging, and restocking costs.
* Non-Returnable Items: Groceries, consumables, special-order furniture, and items damaged by misuse or reported after 7 days.
* Shipping Costs: Customers cover return shipping unless faulty or incorrect, per CPA.
* Resolution: Approved returns may result in repair, replacement, or refund, per Refund Policy.

**6. Refund Policy Page Name: Refunds**

Policy:
UGETMO GROUP (PTY) LTD processes refunds for approved returns, per the Consumer Protection Act, 2008.

* Eligibility: Refunds for faulty or incorrect non-branded items approved under the Return Policy. Branded merchandise is non-refunded unless faulty or incorrect.
* Non-Refundable Items: Groceries, consumables, special-order furniture, and branded merchandise (unless faulty/incorrect).
* Process:
	+ Submit a return request within 7 days via admin@ugetmogroup.com or live chat, with order details and proof of fault.
	+ Return approved items within 7 days.
	+ Refunds are processed within 7 working days after inspection, via Payfast (for online payments), EFT, or store credit (customer’s choice).
* **Deductions:** A 15% handling fee applies to non-faulty returns. Shipping costs are non-refunded unless faulty/incorrect.
* **Business Accounts:** Refunds are credited to the account balance or refunded via EFT.
* **CPA Compliance:** Per Section 56, faulty items within 6 months may be repaired, replaced, or refunded at our discretion.
* **Disputes:** Contact legal@ugetmogroup.com ; escalate to the National Consumer Commission if unresolved.

7**. Business Account Terms Page Name: Business Accounts**

Policy:
UGETMO GROUP (PTY) LTD offers 30-day and 60-day payment terms for approved business clients (minimum order R500).

* Eligibility: Apply via admin@ugetmogroup.com with credit references. Approval within 5 working days.
* Terms:
	+ 30-Day Accounts: Payment due within 30 days from invoice date.
	+ 60-Day Accounts: Payment due within 60 days, subject to additional approval.
	+ Ownership remains with UGETMO GROUP until full payment is received.
* Payment: Via Payfast or EFT to Standard Bank, Account No: 1022 7576 908, Branch Code: 051001. Send proof to admin@ugetmogroup.com.
* Late Payments:
	+ Interest: 2% per month (24% per annum, compounded daily), per the National Credit Act, 2005.
	+ Penalty: 5% of the outstanding balance for failure to honor terms, added to the next invoice.
	+ Non-payment may lead to account suspension, order cancellation, or legal action after 7 days’ notice.
* Credit Limits: Set based on creditworthiness, reviewed quarterly.
* Invoicing: Issued via Xero, sent to the client’s email.
* Disputes: Notify admin@ugetmogroup.com within 7 days. Unresolved disputes may be arbitrated, per CPA.

**8. Quotation Policy Page Name: Quotations**

Policy:
UGETMO GROUP (PTY) LTD provides transparent quotations (minimum order R500).

* Validity: Quotations are valid for 7 days unless stated otherwise. Prices may change due to stock or cost fluctuations.
* Acceptance: Accepting a quotation creates a binding order, subject to Payment Terms.
* Process: Request quotes via [www.ugetmogroup.com](http://www.ugetmogroup.com), live chat (HubSpot), or sales@ugetmogroup.com. Quotes are prepared in Xero within 1–2 working days.
* Custom Orders: Branded merchandise or bulk orders may have extended lead times and are non-returnable unless faulty.
* Errors: Pricing or stock errors are corrected before confirmation, with notification within 3 working days.

**9. Customer Service Policy Page Name: Customer Service**

Policy:
UGETMO GROUP (PTY) LTD is dedicated to exceptional customer service.

* Support Channels: Contact via live chat (HubSpot, 08:00–17:00, Monday–Friday), WhatsApp, Meta Business Suite, sales@ugetmogroup.com or 011 749 3322.
* Response Time: Live chat within 5 minutes; email/phone within 24 hours.
* Feedback: Share via HubSpot or sales@ugetmogroup.com to target 90%+ satisfaction.
* Complaints: Report issues within 7 days for resolution. Escalate to the National Consumer Commission if unresolved, per CPA.
* Community Engagement: We support initiatives

**10. Sustainability Policy Page Name: Sustainability**

Policy:
UGETMO GROUP (PTY) LTD is committed to reducing environmental impact.

* Eco-Friendly Products: We prioritize sustainable office supplies, furniture, and packaging.
* Waste Reduction: Recycling programs operate at 377 Rivonia Blvd, Sandton. Customers are encouraged to recycle packaging.
* Energy Efficiency: We use energy-efficient systems and digital invoicing via Xero.
* Supplier Standards: We partner with environmentally responsible suppliers, verified annually.
* Engagement: Contact sales@ugetmogroup.com for sustainability inquiries.

**11. Cookie Policy Page Name: Cookies**

Policy:
UGETMO GROUP (PTY) LTD uses cookies on [www.ugetmogroup.com](http://www.ugetmogroup.com) to enhance functionality.

* Types of Cookies:
	+ Essential: Support live chat, cart, and Payfast payments.
	+ Analytics: Track usage for improvements, with consent.
	+ Marketing: Deliver targeted campaigns, with consent.
* Consent: Website use implies consent to essential cookies. Manage others via cookie banner or browser settings.
* Data Protection: Cookie data is stored securely per POPIA.
* Opt-Out: Disable cookies via browser settings, noting potential impacts on functionality.
* Contact: Email legal@ugetmogroup.com for queries.

**12. Warranty Policy Page Name: Warranties**

Policy:
UGETMO GROUP (PTY) LTD provides warranties for select products, per the Consumer Protection Act, 2008.

* Coverage:
	+ Tech accessories/hardware: 6-12(depending on the brand) months warranty for manufacturing defects.
	+ Furniture: 1-5(depending on the item) year warranty for structural defects (excludes wear and tear).
	+ Stationery and groceries: No warranty unless faulty upon delivery.
	+ Branded merchandise: No warranty unless faulty/incorrect.
* Claims: Report defects within 7 days via sales@ugetmogroup.com, with order details and photos. Approved claims result in repair, replacement, or refund within 14 working days.
* Exclusions: Damage from misuse, unauthorized repairs, or normal wear.
* Shipping: UGETMO GROUP covers return shipping for valid claims.

**13. Accessibility Policy Page Name: Accessibility**

Policy:
UGETMO GROUP (PTY) LTD is committed to making [www.ugetmogroup.com](http://www.ugetmogroup.com) accessible, per South African equality laws.

* Features: Supports screen readers, keyboard navigation, and high-contrast modes. Live chat (HubSpot) available 08:00–17:00, Monday–Friday.
* Feedback: Report accessibility issues to sales@ugetmogroup.com for resolution within 10 working days.
* Commitment: We aim to meet Web Content Accessibility Guidelines (WCAG) 2.1.