

terms & conditions

focus galleries cc | manzart (further 'manzart') is in the arts industry and sells fine art.

delivery policy - subject to availability and receipt of payment, requests will be processed within seven days and delivery confirmed by way of email and courier tracking.

return and refunds policy - the provision of goods and services by **manzart** is subject to availability. in cases of unavailability, **manzart** will refund the client in full within 30 days. cancellation of orders by the client will attract a 3 % administration fee. artworks shipped by our courier company are 100% insured during the door to door process as detailed in the courier company's documents.

vat is applicable for all purchases which remain in south africa.

exports are **zero rated** for vat purchases.

any duties or import charges into the country of destination are the sole responsibility of the purchaser.

customer privacy policy - **manzart** 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, american express credit cards or by bank transfer into the **manzart** bank account, the details of which will be provided on request.

credit card acquiring and security - credit card transactions will be acquired for **manzart** via paygate (pty) ltd who are the approved payment gateway for standard bank of south africa. paygate 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 www.paygate.co.za to view their security certificate and security policy.

customer details separate from card details - customer details will be stored by **manzart** 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.

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 - **manzart** 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 **manzart** 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 - **manzart** may, in its sole discretion, change this agreement or any part thereof at any time without notice.

company information - this website is run by **focus galleries cc** based in south africa trading as **manzart** and with registration number 2009-191963-23, vat registration number 4340235433.

manzart contact details

email : info@manzart.com

telephone number: **gallery +27 21 876 2738**