IFWEA – TERMS AND CONDITIONS

1. Detailed description of goods and/or services

International Federation of Workers’ Education Associations (IFWEA) is a business in the NPO industry that provides education.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 14 days and delivery confirmed by way an order number that will be emailed to the client.

3. Export restriction (Optional)

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

4. Return and Refunds policy

The provision of goods and services by International Federation of Workers’ Education Associations (IFWEA) is subject to availability. In cases of unavailability, International Federation of Workers’ Education Associations (IFWEA) will refund the client in full within 30 days. Cancellation of orders by the client will attract a 0 % administration fee.

5. Customer Privacy policy

International Federation of Workers’ Education Associations (IFWEA) 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.

6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the International Federation of Workers’ Education Associations (IFWEA) bank account, the details of which will be provided on request.

7. Card acquiring and security

Card transactions will be acquired for International Federation of Workers’ Education Associations (IFWEA) via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate 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.

8. Customer details separate from card details

Customer details will be stored by International Federation of Workers’ Education Associations (IFWEA) 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.

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

International Federation of Workers’ Education Associations (IFWEA) 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.

11. Country of domicile

This website is governed by the laws of South Africa and International Federation of Workers’ Education Associations (IFWEA) 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, P.O. Box 376 Woodstock 7915 Cape Town South Africa.
12. **Variation**
International Federation of Workers’ Education Associations (IFWEA) may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. **Company information**
This website is run by International Federation of Workers’ Education Associations (IFWEA) (NPO) based in South Africa trading as IFWEA and with registration number 2009/024657/08 and Cheryl Cecilia Ryklief and Mohamed Saliem Patel as directors

14. **International Federation of Workers’ Education Associations (IFWEA) contact details**
Company Physical Address:
41 Salt River Road, Salt River 7925, Cape Town South Africa
Email: ifweasecretariat@lrs.org.za Telephone: +27 21 486 1115