



MINIMUM TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Birdies Nest Pty Ltd is a business in the **retail and wholesale** industry that **distributes frozen meals and other food products.**

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within **7 days** and delivery confirmed by way of a **payment receipt. Delivery will be made by Birdies or one of our trusted courier services. The cost of delivery will be included in your invoice.**

3. Export restriction

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

4. Return and Refunds policy

The provision of goods and services by **Birdies Nest Pty Ltd** is subject to availability. In cases of unavailability, **Birdies Nest Pty Ltd** will refund the client in full within 30 days. Cancellation of orders by the client on or 24 hours before delivery date, will attract a **5% administration fee.** We have a no return policy on our goods but images of damaged goods can reported to us directly via sherry@birdies.co.za or 0693913757.

5. Customer Privacy policy

Birdies Nest 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.lawsouthafrica.up.ac.za/index.php/current-legislation>.

6. Payment options accepted

Payment may be made via Visa and MasterCard.

7. Card acquiring and security

Card transactions will be acquired for **Birdies Nest Pty Ltd** 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 **Birdies Nest 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.

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

Birdies Nest 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.

11. Country of domicile

This website is governed by the laws of South Africa and **Birdies Nest 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 99 Conrad Drive, Blairgowrie, Johannesburg, 2194.

12. Variation

Birdies Nest Pty Ltd 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 **Birdies Nest Pty Ltd** based in South Africa trading as **Birdies** and with registration number **2022/635403/07** and **Sherry Eileen King** and **Justin Guy Noble Fisher**.

14. Birdies Nest Pty Ltd contact details

Company Physical Address: **MoxiWall, 99 Conrad Drive, Blairgowrie, Johannesburg, 2194, South Africa**
Email: sherry@birdies.co.za Telephone: **069 391 3757**.