

# Terms and Conditions of Use:

## Detailed description of goods and/or services

Ital Espresso Worx is a business in the Ho.Re.Ca industry that markets coffee, coffee machines and all coffee related products and consumables.

## Delivery policy

Subject to availability and receipt of payment, requests will be processed within 5 – 10 working days and delivery confirmed by way of order number Order will be dispatched via COURIER IT. Kindly ensure that there is somebody to receive your parcel at the address that you have provided us. Unfortunately there is no flexibility in changing delivery address once your order has been placed and paid for.

In order to **claim for damaged or broken items** (applicable only to cups and glassware) please sign the delivery note **“GOODS NOT CHECKED”**.

## Export Restriction

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

## Return and Refunds Policy

The provision of goods and services by Ital Espresso Worx is subject to availability. In cases of unavailability, Ital Espresso Worx will refund the client in full within 30 days.

Any goods to be returned must be returned to Corner 639 Louis Botha Avenue & Andries Street, Bramley, Johannesburg, within 14 days of receipt of delivery. Only products unopened and in original packaging will be credited. The cost of returns will be at the customer's expense. Refund will be processed within 5 working days (once returned goods have been received by us and checked) with a 10% handling fee.

## Customer privacy policy

Ital Espresso Worx 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).

## Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by INSTANT or MANUAL EFT all via PAYFAST.

**Credit card acquiring and security:** Credit card transactions will be acquired for Ital Espresso Worx via PayFast (Pty) Ltd who are the preferred payment gateway for our Ecommerce website. PayFast is a leading online payment processing solution for individuals, NPOs and businesses of all sizes in South Africa. PayFast have strict security measures in place securing everything within a robust PCI DSS Level 1 environment. We also have dedicated resources equipped to fight online fraud and to keep both buyers and sellers safe from abuse. Users may go to [www.payfast.co.za](http://www.payfast.co.za) to view their security policy.

**Customer details separate from card details:** Customer details will be stored by Ital Espresso Worx separately from card details which are entered by the client on PayFast's secure site. For more detail on PayFast refer to [www.payfast.co.za](http://www.payfast.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**

Ital Espresso Worx 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 Ital Espresso Worx 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**

Ital Espresso Worx may, in its sole discretion, change this agreement or any part thereof at any time without notice. This website is run by La Scala Espresso Machine CC which is a close corporation based in South Africa trading as Ital Espresso Worx and with registration number 2008/212851/23.

## **Shipments and returns:**

**Our shipping terms are contingent on the time frames below for all orders placed on week days before 14h00**

### **Delivery**

You accept that in order for us to prove delivery of an order or part of an order, we do not have to prove that you personally received the goods, but that any person at the delivery address specified on your order signed for the delivery. In the case office depot collections, we need to prove that somebody, not necessarily you, collected the delivery from the depot.

Please note that an order will need to be processed before 14:00hrs or delivery will for that order reflect on the following working day.

### **Broken or damaged products**

If a product is broken or damaged when you unpack it, you must notify within one day of receiving it. We will make arrangements for the damaged product to be returned to us and get a replacement to you. Alternatively, at our discretion, we may elect to refund you in full for the damaged product.

### **Products shipped in error**

If you receive a product that is different to the one you ordered, you must contact us within one day of receiving it. We will make arrangements for the product to be returned to us and to get the correct product to you. Please DO NOT open and use any of the products before returning.

## **Privacy Notice:**

Ital Espresso Worx is committed to protecting your privacy. In order to provide you with the best information and services, and a more personalized browsing or shopping experience, we may collect information about your visit to our site. This privacy policy explains our online information collection practices and how we use the information we collect. The policy applies only to visitors and customers in South Africa.

### **The Information We Collect**

When you shop on our site, sign up for our mailing list, we may collect certain personally identifiable information such as your name, e-mail address, mailing address and phone number.

### **How We Use Collected Information**

Personally identifiable information you provide may be used to fulfil your shopping order, requests for information and services and to offer you products, services, contests, surveys and information we think may be of value to you. We may also, from time to time, extend selected offers or promotional information on behalf of one of our partners, but we do not sell, rent, share or give your personally identifiable information to third parties. When you place an order through our online store, request a catalogue, sign up for our mailing list, we will automatically add you to our list to receive special offers by email and/or mail.

Non-personally identifiable information we collect may be used in aggregate to optimize the design of our site, enhance the user experience and provide demographic information about our users.

We reserve the right to disclose any information without notice or consent in response to a legal request, regulation or subpoena, or where we believe it is necessary to take action regarding suspected illegal activities or fraud or to protect the integrity of our site or the safety of our visitors.

### **How You Can Change Your Information and Notification Preferences**

You can, at any time, update or modify your personally identifiable information and preferences regarding email, newsletter or mail.