

## **SICON2024 - TERMS OF SERVICE**

### **1. Detailed description of goods and/or services**

Southern Implants (PTY) LTD is a leading provider of unique and innovative dental implant products with a focus on top-end professional users who want more choices. Southern's expertise in research, development and manufacturing of dental implants allows us to provide **Innovative Treatment Solutions** that will reduce treatment times and improve patient outcomes.

The company was established in 1987 and is headquartered in South Africa. Our global network of professional representatives are dedicated and committed to provide high level technical support. We aim to compliment the clinician's ability to deliver exemplified and standards of care to their patients and referral base.

### **2. Delivery policy**

Subject to availability and receipt of payment, requests will be processed immediately, a ticket will be generated and sent via email to the nominated email address provided which will confirm the attendance to the event. Southern Implants will reach out closer to the event to confirm accommodation bookings.

### **3. Cancellation and Rebate policy**

The provision of goods and services by Southern Implants (Pty) Ltd is subject to availability. Cancellations before 01 February 2024 will incur a 60% rebate, cancellations after 01 February 2024 will incur a 25% rebate and no refunds are applicable for cancellations after the 01 March 2024.

### **4. Customer Privacy policy**

Southern Implants (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.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

### **5. Payment options accepted**

Payment may be made via Visa and MasterCard.

### **6. Card acquiring and security**

Card transactions will be acquired for Southern Implants 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](http://www.paygate.co.za) to view their security certificate and security policy.

### **7. Customer details separate from card details**

Customer details will be stored by Southern Implants 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](http://www.paygate.co.za).

#### **8. 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).

#### **9. Responsibility**

Southern Implants (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.

#### **10. Country of domicile**

This website is governed by the laws of South Africa and Southern Implants (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, 1 Albert Road, Irene, Gauteng, South Africa, 0157 .

#### **11. Variation**

Southern Implants (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

#### **12. Company information**

This website is run by Southern Implants (Pty) Ltd a Private Company based in South Africa trading as Southern Implants (Pty) Ltd and with registration number 1992/006324/07 and Graham Alan Blackbeard as Managing Director.

#### **13. Southern Implants (Pty) Ltd contact details:**

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