



ECOMMERCE HOTLINE

T'S AND C'S

Last Updated: 18 September 2023

These are the T's and C's ("**Terms**") applicable to your use of our free ecommerce consultation service ("**Service**").

References to "you" or "your" are references to the person using the Service. Reference to "us" or "we" or "our" is a reference to Baobab Payments GmbH t/a Peach Payments. If you have any questions or concerns, please contact support@peachpayments.com.

Your use of the Service is strictly subject to these Terms.

The Service. Peach Payments will provide general advice and answers to questions regarding ecommerce, free of charge, to anyone who calls the hotline on +27 21 891 0440. The Service primarily focuses on *general ecommerce inquiries*. Legal, in-depth technical, financial or other specialized advice falls outside our scope.

Availability. The hotline is available only on weekdays between 9:00 AM to 5:00 PM SAST. The Service is closed on weekends and public holidays recognized in South Africa. Each call may have a predefined time limit, after which the consultation will end.

Standard Phone Charges. While the consultation service is provided free of charge, standard phone call rates apply when contacting our hotline. Callers are responsible for any charges incurred through their service providers.

Limitation of Liability. Any advice given should be taken as general guidance. We are not liable for any actions taken or decisions made based on the information provided during the consultation.

Privacy Policy. We respect your privacy. Any personal data shared during the call, including but not limited to names, contact details, and business information, will be handled in accordance with our [Privacy Policy](#).

Usage Guidelines. Calls may be recorded for quality assurance and training purposes. All users are expected to interact respectfully. Inappropriate behaviour may result in termination of the Service for the user.

Intellectual Property. The advice provided does not transfer or license any intellectual property rights. All rights are reserved.

Termination of Service: We reserve the right to terminate or suspend the Service to any user at our discretion, particularly in cases of misuse or abuse.

Referral to Paid Services: During the consultation, users may be informed of our paid services. Referrals are made in the interest of the user, and there is no obligation to purchase.

Fair Use Policy: To ensure the availability of the Service to all, users may be limited in the number of consultations they can have within a specific time frame.

Jurisdiction: These terms and conditions are governed by the laws of the Republic of South Africa, without regard to its conflict of law provisions. This is because our hotline is manned by our South African office.

Changes to Terms: These terms and conditions may be updated periodically. Users will be informed of significant changes, which will also be posted on our website.