

Terms and Conditions of Sale

Detailed Description of Good and / or Services

BICICLETTA is a business in the Cycling industry that markets Ritchey, Crank Brothers, XLAB, Schwalbe, Genuine Innovations and Boeshield products

Delivery policy

Subject to availability and receipt of payment, requests will be processed within 3 working days and delivery confirmed by way of emailed Courier Waybill number.

Return and Refunds Policy

The provision of goods and services by BICICLETTA is subject to availability. In cases of unavailability, BICICLETTA will refund the client in full within 30 days. Cancellation of orders by the client will attract a 15% administration fee.

Customer Privacy Policy

BICICLETTA 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/html/govdocs/legislation/2000/act2.pdf>

Payment Options Accepted

Payment may be made via Visa, Master Card, Diners or American Express credit cards or by bank transfer into the BICICLETTA bank account, the details of which will be provided on request.

Credit Card Acquiring and Security

Credit card transactions will be acquired for BICICLETTA by Virtual Card Service (Pty) Ltd who are the approved payment gateway for ABSA bank of South Africa. ShopDirect uses SSL3 and credit card information is stored per Visa and Mastercard guidelines on the website. Users may go to www.shopdirect.co.za to view their security certificate and security policy.

Customer Details Separate from Card Details

Customer details will be stored by BICICLETTA separately from card details which are entered by the client on ShopDirect's secure site. For more detail on ShopDirect refer to www.shopdirect.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 ZAR (South African Rand).

Responsibility

BICICLETTA takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer services and support, dispute resolution and delivery of goods.

Country of Domicile

This website is governed by the laws of South Africa and BICICLETTA 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, 4 Pieter St, Highveld Technopark, Centurion, 0157.

Variation

BICICLETTA may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company Information

This website is run by TriDirect SA based in South Africa trading as BICICLETTA and with registration number 2003/019769/07 represented by Shamus Kreuger and Marcel Smulders

Export Restriction

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

BICICLETTA contact details

Telephonic Support: 0861 2424 83 | Email Support: info@bicicletta.co.za