

MERCHANT WEBSITE REQUIREMENTS - BREAKDOWN

1. Detailed description of goods and/or services

Fmhc Rental SA NPC is a social housing institution that provides residential rental accommodation to individuals, in accordance to the social housing act

2. Delivery policy

Subject to availability of residential rental accommodation requests will be processed within Ten (10) working days and an outcome of application will be communicated by your preferred method of contact.

3. Export restriction (Optional)

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

4. Return and Refunds policy

The provision of residential rental accommodation by FMHC Rental SA NPC is subject to availability. In cases of unavailability, In cases of an unsuccessful application, there is no refund of the prescribed admin fee

5. Customer Privacy policy

FMHC Rental SA NPC 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.

6. Payment options accepted

Payment may be made via Visa and MasterCard.

7. Card acquiring and security

Card transactions will be acquired for FMHC Rental SA NPC 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 FMHC Rental SA NPC 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

FMHC Rental SA NPC takes responsibility for all aspects relating to the transaction

11. Country of domicile

This website is governed by the laws of South Africa and FMHC Rental SA NPC 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, 49 Centre Road, Hippo Road, Newlands East, Durban 4001 .

12. Variation

FMHC Rental SA NPC 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 Razweb CC (close corporation) based in South Africa trading as The Web Company and with registration number 2008/204714/23 and Zaid Habib as the (Director(s)/Member(s)/Owner(s)).

14. FMHC Rental SA NPC contact details

Company Physical Address:

49 Centre Road

Hippo Road

Newlands East

Durban

4001

Email: firstmetro@fmhc.co.za Telephone: 031 3077676