

## **A detailed description of goods and/or services**

**Citilink** is a business in the Road Passenger Transport industry that markets scheduled fare paying **Citilink** services.

## **Delivery policy**

Subject to availability and receipt of payment, requests will be processed immediately and delivery confirmed by way of the ticket number and printable confirmed ticket.

## **Return & refund policy**

The provision of goods and services by **Citilink** is subject to availability. In cases of unavailability, **Citilink** will refund the client in full within 15 days. Cancellation of orders by the client will attract a 20% administration fee. Detailed conditions of carriage and disclaimer are available on our website.

## **Customer privacy policy**

**Citilink** 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).

## **Payment options accepted**

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

## **Credit card acquiring and security**

Credit card transactions will be acquired for **Citilink** via PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank of South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit 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.

## **Customer details separate from card details**

Customer details will be stored by **Citilink** 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).

## **Merchant outlet country & 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

**Citilink** 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 **Citilink** 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 to 216 Crownwood Road, Crown Mines, 2026.

## Variation

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

## Company information

This website is run by a public company based in South Africa trading as **Citilink** and with registration number 2014/269611/07. Director: Ghalib Ismail

Customer Care Support contact details:

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