



1 Mark Shuttleworth St, Lynwood, Pretoria,
www.shuduconnections.com
info@shuduconnections.com
+27 87 265 0394

Terms and Conditions for Shudu Connections' Payment Gateway

1. Introduction

These Terms and Conditions ("Agreement") govern the use of the payment gateway services ("Service") provided by Shudu Connections (referred to as "Company," "we," "our," or "us"). By accessing and using our payment gateway, you ("User," "you," or "your") agree to be bound by these terms.

2. Services Covered

The payment gateway is designed to process payments related to:

- Software development projects.
- ICT skills development programs.
- Consultancy services provided by Shudu Connections. This service facilitates secure online payments for these offerings, allowing for efficient transactions.

3. User Responsibilities

By using the payment gateway, the User agrees to:

- Provide accurate and complete payment details.
- Have sufficient funds or credit to complete the transaction.
- Use the payment gateway only for lawful purposes.
- Refrain from any fraudulent or unauthorised use of the service.

4. Payment Methods

We accept a variety of payment methods, including credit/debit cards, bank transfers, and other available options as specified on the platform. The payment gateway may redirect you to third-party services for processing, and your use of those services will be subject to their terms.

5. Transaction Fees

Fees for using the payment gateway, if applicable, will be clearly indicated during the payment process. Users are responsible for all applicable transaction fees and any charges levied by their financial institutions.



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6. Payment Authorization

By submitting your payment details, you authorise Shudu Connections to:

- Charge the agreed amount for the services rendered.
- Use third-party payment processors to verify and process your payment.
- Handle refunds and chargebacks in line with this Agreement and Shudu Connections' policies.

7. Refunds and Cancellation Policy

Any refund requests must be submitted within 7 days from the payment date. Any cancellation requests must be submitted 30 days prior to the actual date that you wish the service to be cancelled. Both refund and cancellation requests should be sent to payments@shuduconnections.com.

8. Security and Privacy

Shudu Connections takes your security seriously and employs encryption and secure protocols to safeguard your financial data. However, we cannot guarantee complete security and are not responsible for any unauthorised access, breach, or loss of information due to circumstances beyond our control.

9. Limitation of Liability

Shudu Connections will not be liable for:

- Losses or damages arising from incorrect payment information or unauthorised use of the payment gateway.
- Delays or disruptions caused by third-party service providers, such as banks or payment processors.
- Transactions that fail due to User errors or external factors beyond our control.

10. Termination of Service

We reserve the right to terminate or suspend your access to the payment gateway at our sole discretion, particularly if we suspect misuse, fraud, or violation of these Terms and Conditions.

11. Amendments to the Terms

Shudu Connections may update these terms from time to time. Any changes will be communicated via updates on our website, and your continued use of the payment gateway after such changes will constitute your acceptance of the revised terms.



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12. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of South Africa. Any disputes related to this Agreement shall be settled in the courts of Consumer Protection Act.

13. Contact Us

For any questions or assistance with our payment gateway, please contact us:

- Email: info@shuduconnections.com.
- Phone: 087 265 0394
- Address: 1 Mark Shuttleworth Street, Lynwood, Pretoria, 0087