

Online Store Terms and Conditions

Ownership

ESRO Ltd with registration number 122093 C1/GBL is incorporated in Mauritius and trades as ESET East Africa. For the sake of convenience, the name "ESET East Africa" will henceforth be used.

Copyright

All rights that are not expressly granted are deemed reserved. To obtain permissions for the commercial use of any content you are required to contact ESET East Africa in order to proceed.

Intellectual Property

All the content, trademarks and data on the ESET East Africa Online Store (<https://shop.esetafrica.com>), including but not limited to, software, databases, text, graphics, icons, hyperlinks, private information, designs and agreements, are the property of or licensed to ESET East Africa and as such are protected from infringement by local and international legislation and treaties.

Pricing and Product Information

Every effort is made to ensure the accuracy of pricing and product information. Instances may arise in which product(s) are priced incorrectly on the website or where the product information supplied is inaccurate. ESET East Africa will not be held bound by the incorrect price(s) in cases where such error(s) occur. ESET East Africa will not be held responsible for errors in the product information supplied, however, should a customer purchase a product that has been incorrectly priced or described, the customer may elect to cancel the sale and receive a refund. In this event, such product is to be returned for refund within 30 (thirty) days.

Return Policy

ESET East Africa allows for cancellation of sale of a software license in exchange for a full refund within 30 calendar days of purchase.

Privacy Policy

ESET East Africa abides by a strict privacy and confidentiality policy. No credit card information is stored on our system – payments are processed securely via Peach Payments, a registered

payment gateway that operates closely with major banks. We will use the information you give us to process your order and keep you informed of its progress, to give effect to your payment instructions, to deliver your purchase to you, and to meet any warranty information required by our suppliers. If you choose to subscribe to our free newsletter, we will use any additional information you choose to give us for the following purposes:

- to contact you with special offers from time-to-time;
- to advise you of new products, supplier offers, instruction courses, upgrades, and other benefits which directly address your own areas of interest
- to enter you automatically into competitions where you can win prizes.

You are at any time entitled to unsubscribe by advising us accordingly.

Payments and Refunds

Credit card payments.

At the time of placing the order, the transaction details are presented to the bank and an authorisation is obtained for the amount of the order. As a protection against fraud, ESET East Africa reserves the right to request ID documents, credit card billing statements and photocopies of any credit card used to make purchases on ESET East Africa Online Store. ESET East Africa reserves the right to cancel any orders for customers refusing to make such information available or whose information appears in any way suspicious.

Credit card refunds

We are able to reverse transactions on our payment gateway system. Such refunds will only reflect on the credit card used and no other method is allowed. Refunds will be processed within 3 working days.

Disclaimer

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