

TERM AND CONDITIONS

Macpro Appliances And Projects is located at:

Shop 2 Tandela House, cnr De Wet Street, 12th Ave, Edenvale, 1609

Gauteng

South Africa

012 006 5119

Office hours are from 8:00 AM to 4:30 PM, Monday to Friday. We are closed on public holidays.

Someone will schedule the appointment. The technician will call 15 to 30 minutes before to confirm it.

We fix on the go, and can only move to the next client after completing the current client's repair.

Guarantees

- - All parts fitted by "Macpro Appliances And Projects" come with a warranty. If any part fails during this time, we will replace it for free. They will also include the service at no cost.
- - Certain repairs come with a 90-day guarantee. We will convey this to the client prior to starting the repair work. The bill will also document it.
- While using our service, we may ask you for some personal information. If your device breaks while under warranty, there will be an extra charge for the replacement part.
- - We do NOT provide coverage for food wastage or spoilage related to refrigeration appliances.
- - We will NOT install any components not provided by us, as we cannot subsequently provide a warranty.
- They will charge a repair fee for clearing pumps. This fee also applies to damage caused by foreign items like coins, keys, or buttons.
- - Should a repair or replacement occur under warranty, the warranty does not reset.
- - Please be aware that the warranty only covers appliances utilized for regular household uses.

General

- We will check the device to find any problems. We will fix it for the price we agreed on.
- After our inspection, we will give you a spoken estimate. This estimate will include the total cost for the parts and the work needed.
- We will only move forward after receiving oral approval.

- - The price for fixing is based on the job itself, not the time it takes to finish it.

Call out fee

In the scenarios listed below, we levy a call-out fee of R655.50, inclusive of VAT, which is not subject to refund:

- - If the customer rejects or accepts the quotation, for any given reason.
- - In case components are not accessible. The provider has ceased production of the parts.
- - If a person is unable to repair the device.
- - If your device is devoid of defects.

Refund

Owners may grant refunds selectively, depending on the individual case. The processing of refunds could take a maximum of 7 days. However, control boards and specially ordered parts are non-refundable.

Payment

You need to make the payment at the end of the technician's visit or after the technician completes the repair, whichever comes last.

We accept payment in the form of cash, digital wallet, Immediate Electronic Funds Transfer (EFT), and SWIPE. If you decide to pay by EFT, please show proof of the transaction while our technician is still there. It must be an immediate clearance EFT.

PRIVACY POLICY

This Privacy Statement explains how we collect, use, and share your data when you use our Service. It also informs You about Your privacy entitlements and the legal safeguards in place. We utilize your data to provide and improve our services. By using the Service, you agree to the collection and use of data as described in this Privacy Statement. The Privacy Policy Generator helped formulate this Privacy Statement.

Interpretation and Definitions

-1. Interpretation

Terms that begin with a capital letter are defined under the subsequent conditions. These definitions maintain their meaning irrespective of their appearance in singular or plural form.

-2. Definitions

In the context of this Privacy Policy:

- - Account: This means a separate account is created for you to access our Service or

some parts of it.

- This agreement also refers to the company as Macpro Appliances and Projects. The address is Shop 2, Tandela House, at the corner of De Wet Street and 12th Avenue, Edenvale, 1609.
- - Cookies: these are small files that a website places on your computer, mobile device, or any other equipment. They retain data about your browsing activity on that specific website, among other roles.
- - Nation: pertains to: South Africa
- - Device: refers to any gadget capable of accessing the Service, including computers, mobile phones, or digital tablets.
- - Personal Information: refers to any data that can be linked to a specific or identifiable person.
- The term "Service" refers to the Website.
- - Service Provider: refers to any individual or legal entity that handles data for the Company. This term includes third-party businesses or people hired by the Company.
- They help enable the Service and deliver it on the Company's behalf. They perform tasks related to the Service. They also help the company understand how users utilize the service.
- Third-party Social Media Platform: This refers to any website or social networking site. It allows a User to sign in or create an account to use the Service.
- Usage Data: This refers to information collected automatically. It can come from how you use the Service or from the Service's systems. For example, it includes the length of a page visit.
- - Website: refers to Macpro Appliances And Projects, accessible from <https://www.macproappliances.co.za>
- You refer to the person using the Service. It can also mean the company or any legal organization they represent while using the Service.

Collecting and Using Your Personal Data

1. Categories of Information Gathered
2. - Personal Data
3. While using Our Service, we may ask you to provide some personal information. This information helps us contact or identify you. Personal information could encompass, but is not confined to:
4. - Email address
5. - First name and last name
6. - Phone number

- Usage Data

- The Service automatically gathers Usage Data when utilized.
- Usage data can include information such as your device's IP address. It may also include the type of browser you use and its version.

- It includes the pages you visit on our service. It also records the date and time you access them. Additionally, it tracks how long you spend on those pages. Additionally, it may include unique device identifiers and other diagnostic data.
- When you use our service via a mobile device, we may automatically gather specific information. This may include various factors, such as the type of your mobile device and its unique ID. It also includes your IP address, mobile operating system, and the mobile internet browser you use. You can also include unique device identifiers and other diagnostic data.
- We might collect information that your browser sends when you use our service. This includes when you access it on a mobile device.

- Utilization of Your Private Information

- The Corporation may utilize Personal Information for the subsequent objectives:
- - To deliver and sustain our Service, this includes overseeing the utilization of our Service.
- - For Account Management: This pertains to handling your registration as a service user. The personal information you provide helps you access various features of the Service. These features are available to you as a registered user.
- To execute a contract, you need to create a purchase agreement. Next, you must adhere to the contract. Finally, you should fulfill the terms for the goods, products, or services you bought. This also applies to any other agreement with us through the Service.
- To Contact You: We may reach out by email, phone calls, text messages, or other electronic methods. This includes push notifications from a mobile app. We will provide updates or share information about the features, products, or services you have used. This includes essential security updates when required or deemed appropriate for their execution.
- We want to keep you informed about news, special deals, and information on our other products and services. This includes events that match your past purchases or questions unless you decide not to receive these updates.
- - To handle your inquiries: To respond to and oversee your inquiries directed to us.
- In business dealings, we may use your information to assess or complete a merger, sale, or transfer of our assets. This includes divestitures, restructuring, reorganizations, or dissolutions. This could happen as part of an ongoing business or during bankruptcy, liquidation, or a similar process.
- In these situations, we may transfer the Personal Data of our Service users. This data is part of the assets being moved.
- We may use your information for various purposes. These include analyzing data, identifying usage patterns, and evaluating our marketing strategies. We also use it to improve our services, products, and your overall experience.
- Your personal data might be disclosed under the following circumstances:
- We may share your data with Service Vendors. This is to monitor and evaluate how you use our Service. We also use this information to communicate with you.
- In business transactions, someone may share your data. This can happen during discussions about selling the Company's assets. It may also occur if another corporation buys all or part of our business.
- - With Associated Entities: We may share your data with our associated entities. They

must follow this Privacy Policy.

- Associated entities include our parent organization and any subsidiaries. They also include partners in joint ventures or other firms we manage. These firms share common management with us.
- - With our partners: We may share your information with our partner companies. This helps us offer you specific products, services, or special deals.
- When you share personal details or talk to others in public, anyone can see that information. People could also share it widely.
- If you connect with others or sign up using a social media service, your connections might see your name. They may also see your profile, images, and a summary of your activities. Other people can see summaries of what you do, interact with you, and view your profile.
- - With Your Approval: We may share Your data for any other reason, provided we have Your permission.

Revealing Your Private Information

Business Transactions

- If the Company merges, acquires or sells its assets, it may share your Personal Data. We will notify you before we move your Personal Data and it falls under a new Privacy Policy.

Policing

- In some cases, the Company may need to share Your Personal Data if required by law. This includes requests from public bodies, like a court or government agency.

Additional legal obligations

- The Corporation may reveal Your Personal Information under the sincere conviction that such a step is required to:
 - - Adhere to a lawful requirement
 - - Safeguard and uphold the company's property and rights.
 - - Prevent or investigate possible wrongdoing in association with the Service
 - Protect the personal safety of Service Users or the public at large
 - - Safeguard against legal responsibility

Protection of Your Private Information

- We care deeply about protecting your personal data. However, it is important to

understand that no online transmission or electronic storage is completely secure. Although we endeavor to use commercially viable methods to safeguard Your Personal Data, we cannot assure its complete security.

Modifications to this Privacy Policy

- Our Privacy Policy may be revised occasionally. We will inform You about any modifications by displaying the updated Privacy Policy on this page. We recommend that you periodically check this Privacy Policy for any updates. The modifications to this Privacy Policy become effective once we publish them on this page.