



WuloPay Payer Terms of Use

Date of Last Update: 11 March 2023

Introduction and Acceptance

This policy document governs the use of the payment services provided when making a purchase from the merchant whose online store you are accessing via WuloPay. By initiating a payment, you acknowledge and agree to be bound by the terms set out in this policy.

To securely facilitate your payment, we engage trusted third-party service providers for certain parts of the transaction process. These providers are held to the same high security and compliance standards that we follow. We remain fully responsible for ensuring their adherence to these standards when handling your payment.

General

1. WuloPay's Role

Any contract of sale made using our gateway is directly between you and the relevant merchant whose online store you are interacting with ("merchant"). The merchant is responsible for the goods or services that you may purchase from them using our services, including but not limited to delivery, quality of goods, returns, accuracy, refunds, fraud, advertising, customer support, protection of intellectual property rights, liability relating to the merchant's products or services, or non-compliance with applicable law.

We will not intervene in any dispute between you and a merchant. If you are in a dispute with a merchant, you must contact them directly and try to resolve the dispute. If you choose to contact WuloPay Payments' support team, we may, but are not required to, forward information about your issue, such as your email address and a summary of your problem, to the merchant requesting that they contact you directly to resolve your concern.

2. Identification

The information you provide about yourself during check-out must be complete and accurate. We process your personal data according to our here and other applicable laws. We do not store your credentials beyond what is necessary to complete the transaction.

3. Fees

We do not charge you a separate fee for using our service to pay. Any costs for this service are charged to the merchant.

4. Refunds and Reversals

The merchant is solely responsible for refunds and transaction reversals. Customers must contact the merchant directly to request refunds or returns per the merchant's policies

5. Governing Law and Jurisdiction

The laws of the Republic of South Africa govern these terms. Any disputes arising under or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of South Africa.



6. Amendments

WuloPay reserves the right to amend these terms at any time. Your continued use of WuloPay's services following the effective date of any amendments constitutes your acceptance of the revised terms.