

Please read these Terms & Conditions carefully before using our services. By placing an order, you agree to be bound by these terms.

1. Description of Goods and/or Services

AC Online is a business in the HVAC industry that sells online.

2. Delivery / Collection Policy

- Subject to availability and receipt of payment, requests will be processed within 3 (three) working days and delivery confirmed by way of e-mail/telephonic confirmation by the installing dealer using your generated order number as a reference. Standard delivery within Gauteng takes place 3–5 (three-five) working days from the date of payment. We will notify you if we are unable to deliver the Goods during the Delivery Period.
- Should the delivery address change after purchase the price will be revised and payment should be made in full before releasing stock.
- Our delivery charges are subject to change at any time, without prior notice to you.
- We shall take all reasonable efforts to accurately deliver Goods at the address supplied by the Third Party. However, should there be any errors of whatsoever nature after the delivery and signed POD of the Goods, we shall not be liable for any loss, claim, or expense relating to a delivery error.
- Only our Gauteng branch offers collection within operating hours.

3. Conclusion of Sales and Availability of Stock

- Users may place orders for Goods, which AC Online may accept or reject. Whether or not AC Online accepts an order depends on the availability of Goods, correctness of the information relating to the Goods (including without limitation the price), and receipt of payment or payment authorisation by AC Online for the Goods.
- AC Online reserves the right without notice to reject any payment of a quotation or proforma invoice if the prices of the goods have changed.
- You acknowledge that stock of all Goods on offer is limited and that pricing may change at any time without notice to you. In the case of Goods for sale by AC Online, AC Online will take all reasonable efforts to monitor stock levels and ensure that when stock is no longer available, offers thereof are indicated on the Website. However, we cannot guarantee the availability of stock. When Goods are no longer available after you have placed an order, AC Online will notify you and you will be entitled to a refund of any amount already paid by you for such Goods.
- In the case of Goods for sale by AC Online or Third-Party Seller, AC Online relies on inventory information supplied by the relevant Third-Party Seller's or suppliers, and AC Online accordingly bears no liability for any inaccuracies in the information supplied to it. Consequently, should you order any Goods from AC Online or Third-Party Seller which are in fact sold-out, you will be entitled to a full

refund in line with our refund terms and conditions. AC Online or Third-Party Seller will not be liable for any resulting dispute or consequential damages as a result of Goods no longer being available.

- All offers, deals, discounts, and pricing are available for the specified period and/or while stocks last. AC Online cannot be held liable for any advertisement of deals that have already expired.

4. Return and Refunds Policy

The provision of goods and services by AC Online is subject to availability. In cases of unavailability, AC Online will refund the client in full within 30 days. Cancellation of orders by the client will attract a 5% administration fee.

5. Warranty Policy

Please revert to the product description for the warranty period. Should the equipment be installed by an installation company authorised by AC Online, the unit is serviced as per the warranty card guidelines.

6. Customer Privacy Policy

- AC Online 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).
- If you disclose your personal information to a third party, such as an entity that operates a website linked to this Website or anyone other than AC Online, AC Online shall not be liable for any loss or damage, howsoever arising, suffered by you as a result of the disclosure of such information to the third party. This is because we do not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.
- This website makes use of "cookies" to automatically collect information and data through the standard operation of the Internet servers. The cookies facilitate the user's ongoing access to and use of a website and allow a website to track usage behaviour and compile aggregate data that will allow the website operator to improve the functionality of the website and its content.

7. Payment Options Accepted

- Card transactions will be acquired for AC Online via PayFast (Pty) Ltd who is the approved payment gateway for all South African Acquiring Banks. DPO PayFast uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3), and no Card details are stored on the website. Users may go to payfast.co.za to view their security certificate and security policy.
- Payment by bank transfer into the AC Online bank account, the details of which will be provided on request.

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- Direct bank deposit or electronic funds transfer: if you pay via direct bank deposit or electronic funds transfer, payment must be made within 5 (five) days of placing your order. AC Online will not accept your order if payment has not been received.

8. Best Price Guarantee

Best Price Guarantee excludes beating quotes of suppliers or importers of the product.

9. Merchant Outlet Country and 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).

10. Inaccuracies

- In the event that the website contains any errors of any kind (which are not due to our gross negligence), we shall not be liable for any loss, claim, or expense relating to a transaction based on any error, save – in the case of any incorrect purchase price – to the extent of refunding you for any amount already paid, or otherwise as set out in the Returns Policy.
- Any incorrect information regarding our Goods displayed on any third-party website is not binding on AC Online.

11. Responsibility

AC Online 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.

12. Variation

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

13. Company Information

This website is run and based in South Africa, trading as AC Online.