

- 1. Description:** Swift RMS powered by MiRO is a South African based ICT distributor specialising in software distribution.
- 2. Delivery policy:** Subject to availability and receipt of payment, requests will be processed within 5 working days and delivery confirmed via proforma invoiced delivered on email from online@swiftrms.com
- 3. Export restriction:** Export restrictions are derived from the United Nations published sanctions list and any other countries that may be sanctioned by the Republic of South Africa.
- 4. Return and Refunds policy:** The provision of goods and services by Swift RMS a division of MiRO is subject to availability. In cases of unavailability, Swift RMS will refund the client in full within 30 days. Cancellation of orders by the client will attract a 0% administration fee.
- 5. Customer Privacy policy:** Swift RMS shall take all reasonable steps to protect the personal information of users. For the purpose of this Terms and Conditions, 'Personal Information' shall be defined as detailed in the Protection of Personal Information Act 4 of 2013 (POPIA). To view our Privacy Policy, please go to <https://miro.co.za/content/18-privacy-policy>
- 6. Payment options accepted:** Payments may be made via Visa or MasterCard directly on the [SwiftRMS.com](https://www.swiftrms.com) Payfast payment portal.
- 7. Card acquiring and security:** Card transactions will be acquired for Swift RMS powered by MiRO using Payfast by Network who are the approved payment gateway for all South African Acquiring Banks. Payfast by Network 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 www.payfast.io to view their security certificate and security policy.
- 8. Customer details stored separate from card details:** Customer details will be stored by Swift RMS separately from card details which are entered by the client on Payfast by Network 's secure site. For more details on Payfast by Network refer to www.payfast.io.
- 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) or United States Dollar (USD) based on the users' choice of currency.
- 10. Responsibility:** Swift RMS 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.

A Division of Hudaco Trading Proprietary Limited Co. Registration No. 1984/005432/07

Centurion

 Centurion
9 Landmarks Avenue
Kosmosdal Ext 11
Samrand
0157

 Tel: +27 12 657 0960

Cape Town

 Unit 3 Northgate Estate
12 Platinum Drive,
Brooklyn
Cape Town
7405

 Tel: +27 21 555 3207

Durban

 3 Thynk Retail Park
23 Riverhorse Rd
Newlands East
4017

 Tel: +27 31 564 7283

Nelspruit

 55 Rapid Street, Unit C2
Waterfall Park
Riverside Industrial
1200

 Tel: +27 13 752 4654



PO Box 4487 The Reeds 0158



086 123 MIRO(6476)



www.swiftrms.com

11. Country of domicile: This website is governed by the laws of South Africa and Swift RMS chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature 9 Landmarks Avenue, Kosmosdal Ext. 11, Samrand, 0157

12. Variation: Swift RMS may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information: This website is run by MiRO a division of Hudaco, a private company based in South Africa with registration number 1984/005432/07 and with M de Ru, S Pillay and J Newton as divisional directors appointed by the Hudaco board.

14. Company Physical Address:

9 Landmarks Avenue, Kosmosdal Ex. 11, Samrand, 0157

Email: online@swiftrms.com

Tel: 012 657 0960

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