

Card Machine Policies

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Registered Number: 2020/929183/07

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Fully Registered TPPP with the Payments Association of South Africa

Rapid Pay GO Card Reader Android Device Policies

The following document details the card reader android device policies outlined by Rapid Pay GO. These policies have been developed in terms of the Consumer Protection Act, 2008 (CPA) and the Electronic Communications and Transactions Act, 2002 ("ECT Act").

Refunds & Exchanges

Refunds

If you are not satisfied with your purchase, you may return it for a full refund within 30 days as part of the Rapid Pay GO 30-day money back guarantee, as long as the following conditions are met:

- The card reader android device and all peripherals (cables, manuals, marketing material), with original packaging intact, are returned to Rapid Pay GO no later than 30 days after the delivery was made to you. Please contact our Rapid Pay GO support team on the following platforms to arrange the collection of your Card Reader Android Device:
 - Support Telephone Line: **087 222 6954** Monday to Saturday, 8am to 8pm
 - Alternatively, reach out to us on our live chat platform via the Rapid Pay GO Web business portal, website or Rapid Pay GO POS Help section in the Application or;
 - Email us on support@rapidpaygo.com Monday to Sunday, 8am to 8pm and we will get back to you within 48 hours.
- The card reader android device, once inspected by Rapid Pay GO, is deemed to be in working order, factory faults excluded.

Exchanges

Should you decide within 30 days of purchasing your Rapid Pay GO card reader Android device that an alternate Rapid Pay GO card reader android device would be better suited to you, then an exchange will be accepted by Rapid Pay GO, as long as the following conditions are met:

- The working card reader android device and all peripherals (cables, manuals, marketing material), with original packaging intact, are available for collection at the time of the new card reader android device being delivered.
- The difference in purchase price has been paid in full to - and received by Rapid Pay GO.

Please contact our Rapid Pay GO support team on the following platforms to arrange the exchange of your card reader android device:

- Support Telephone Line: **087 222 6954** Monday to Saturday, 8am to 8pm
- Alternatively, reach out to us on our live chat platform via the Rapid Pay GO Web business portal, website or the Rapid Pay GO POS Help section in the Application or;
- Email us on support@rapidpaygo.com, Monday to Sunday, 8am to 8pm and we will get back to you within 48 hours.

Warranty

Rapid Pay GO will replace or repair any Rapid Pay GO card reader android device deemed to be defective by Rapid Pay GO within 12 months for the Rapid Pay GO card reader android devices, of the delivery first being effected, at no cost to you, as long as the following conditions are met:

- The defect is not a result of improper handling and misuse.
- The defective card reader android device is handed over to Rapid Pay GO (or its 3rd party representative) at the time of the replacement card reader android device being delivered.
- The card reader android device does not present a system tampered error.

Rejection Upon Delivery

Goods not fit for intended purpose

You may inspect the goods upon delivery, and reject the delivery of said goods if they are deemed to be not fit for the purpose for which they were purchased. In the case that delivery is rejected, you will be refunded the purchase price in full, less a 10% handling fee.

The cost of returning the goods will be for the account of the Merchant.

Damage in transit

Rapid Pay GO will always ensure that the greatest care is taken during transit and delivery of the purchased items. If, however, you feel that the unit has been damaged in transit, please contact Rapid Pay GO immediately informing us of the possible damage. (Photos of the unit as it arrives will assist us in improving the service of our delivery partners).

If it is ascertained that the card reader android device was indeed damaged in transit, Rapid Pay GO will arrange for the delivery of a replacement card reader android device within 5 working days. The damaged card reader android device will be collected at the time of the second delivery.

Damages

If a card reader android device is damaged due to negligent/improper handling, it will only be replaced once you have paid the advertised retail price for a new card reader android device.

Rapid Pay GO will not be responsible for covering the cost of a card reader android device that has been damaged by you or your customers.

Please always refer to the section ["Caring for your card device"](#) in order to ensure that the card reader android device is handled correctly and does not get damaged.