

BARD AND MINSTREL (PTY) LTD - TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Bard and Minstrel is a business based in the Umhlanga Arch in Durban.

Bard and Minstrel offers a restaurant with light meals and beverages both alcoholic and non-alcoholic as well as selling the luxurious Assouline book range in its coffee shop, with an e-commerce platform as well.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 7 days and delivery confirmed by way of an email confirmation sent within 48hrs and a tracking number.

3. Export restriction

The offerings on this website are available within South Africa only.

4. Return and Refunds policy

The provision of goods and services by Bard and Minstrel is subject to availability. In cases of unavailability of stock, we will notify you and offer alternatives, or refund you, if payment has already been made.

Refunds will be processed within 30 days. Cancellations are permitted, provided that couriering of the products has not commenced.

5. Customer Privacy policy

Bard and Minstrel 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). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

6. Payment options accepted

Payment may be made via Visa, MasterCard, Eft and Zapper.

7. Card acquiring and security

Card transactions will be acquired for Bard and Minstrel via Pay Gate (Pty) Ltd who are our approved payment gateway for all South African Acquiring Banks. Pay Gate 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.paygate.co.za to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored separately from card details. For more detail on PayGate refer to www.paygate.co.za.

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. Responsibility

Bard and Minstrel 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. Please call Monique Coomer in Customer Care: 074-445-2086 or alternatively email: monique@rembrothers.com

11. Country of domicile

This website is governed by the laws of South Africa and Bard and Minstrel 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.

12. Variation

Bard and Minstrel 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 Paperclip Studios based in South Africa on behalf of Bard and Minstrel (Pty) Ltd.

Bard and Minstrel Company registration number is: 2020/232309/07

14. Bard and Minstrel contact details

Company Physical Address: Legacy Yard, Umhlanga Arch, 1 Ncondo Place, Umhlanga
Ana Maria Marcu – 060-881-5640 – ana@bardandminstrel.com