

POLICY DOCUMENTS

1. Purchase and Delivery

- 1.1. Users may visit www.chlegalconsulting.com and both view our website and opt to download any documents that are specified as available for free download. Or in the case of a purchased download, opt to download such purchased item. This process does not require the anonymous user to give financial details or any personal information. Users who wish to purchase a document or subscription are required to select their required option and proceed to checkout. The user will be required to provide personal information for billing and delivery purposes, and are thereafter prompted to select their preferred payment method through our payment gateway.
- 1.2. Through our payment gateway, the user will be advised whether the transaction was approved or declined. If the charge was declined, the user will not receive any further messages and the transaction will terminate. If desired, the user can click back in the browser and enter select an alternate payment method.
- 1.3. If the transaction is approved a response page will be displayed, informing the user that they will receive a receipt via email from the card processor. This receipt contains the amount that was charged to the card; CH Legal Consulting contact information; support contact information and other details about the transaction. A successful purchase permits a user to almost instantaneous access to the purchased document. Shortly after the successful completion of payment, the user will be able to download the purchased document.

2. PayFast

- 2.1. Where credit card transactions are processed, we have implemented prudent security policies and procedures. No credit card details are stored on our website.
- 2.2. Credit card transactions are processed by PayFast, being an approved payment gateway. You may visit their website, www.payfast.co.za to view their security certificate and security policy. Encryption is used to protect the transmission of personal information when completing online transactions, and all encryption complies with international standards. PayFast Internet servers are protected by fraud monitoring systems.
- 2.3. We do grant refunds.

3. Complaints and Disputes

In the event of any complaints or disputes, please Contact Us with the full details of your complaint or dispute. We may require you to provide additional information and details before we are able to resolve the complaint or dispute. We endeavour to resolve complaints and disputes within 10 (ten) business days after our receipt of all the relevant information.

4. Corporate Details

The owner of this Website is CH Legal Consulting (Pty) Limited, a private company incorporated in South Africa as is solely owned by Cherine Hoffman. If you have any questions or concerns about our policies or business conduct or products, please [Contact Us](#) or refer your query to +27 72 479 3863. We choose the following address as our *domicilium citandi et executandi* for all purposes related to this website, including in relation to any products, services or information supplied via this website under this agreement, and whether in respect of court process, notice, or other documents or communication of whatever nature: Unit 8, Troon Village, 88 Edward Avenue, Sandringham, Johannesburg.

5. Our Guarantee

- 5.1. We take pride in our documents and endeavour to provide template legal agreements and contracts, and other business forms and documents, that are flexible and cater for a broad spectrum of scenarios. However, if you are in any way dissatisfied with our product, please notify us within 7 days of purchase together with the reasons for your dissatisfaction, and we will endeavour to reach an agreement regarding the dispute. In the event we agree to a refund, all refunds will be made in the same manner as the original payment method. In this regard, please allow for 30 days for such refund.
- 5.2. Our documents are provided in Word format unless we indicate otherwise. This allows you to change the document according to your requirements. We strongly recommend that you obtain independent legal advice before changing, using or signing any document, to ensure that any legal obligations or requirements that affect you have been catered for. Please note that some of our partner documents and free documents are available in PDF format only.