

WEBSITE USAGE POLICY

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The term 'Basil Manning', 'us' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
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- Comments will be moderated. Links to offensive sites will be removed.
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Information, ideas and opinions expressed on this site should not be regarded as professional advice or the official opinion of Basil Manning and users are encouraged to consult professional advice

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All items purchased from Basil Manning are made pursuant to agreements with shipping and delivery agents and risk of loss pass from Basil Manning to such agents upon delivery of any item to such carrier.

Neither Basil Manning nor any of its agents or representatives shall be liable for any damage, loss or liability of whatsoever nature arising from the use or inability to use any product sold on this web site.

AGREEMENTS OF SALE

Placing an item in a shopping basket or adding it to a wish list without completing the purchase cycle does not:

- constitute an agreement of sale between Basil Manning and users cannot hold Basil Manning liable if such items are not available when the purchase cycle is completed later; and/or
- constitute an order for such an item; and
- Basil Manning may remove such an item from the shopping basket or wish list if no stock is available.

An agreement of sale between Basil Manning and a user only comes into effect if and when:

- a credit card authorisation is received from the issuing bank; or
- a deposit of an electronic transfer is reflected on Basil Manning's bank statement (and only if such payment is received within 5 (five) business days after completion of the purchase cycle); or
- a direct deposit is reflected on Basil Manning's bank statement (and only if such payment is received within 5 (five) business days after completion of the purchase cycle).
- Basil Manning reserves the right to refuse to accept and/or execute an order without giving any reasons.
- Basil Manning also reserves the right to cancel orders in whole or in part as circumstances dictate. Basil Manning shall only be liable to refund monies already paid by the user.
- Basil Manning shall take all reasonable efforts to maintain correct prices. However, should errors occur and items are offered at incorrect prices, Basil Manning will not be obliged to sell goods at such incorrect prices and shall only be liable to refund monies paid.

STOCK AVAILABILITY

Stock of certain items on offer may be limited. Basil Manning shall take all reasonable efforts to discontinue the offer as soon as stock is no longer available. However, should items still be offered after stocks are sold, Basil Manning shall only be liable to refund monies where it is unable to fulfil orders at advertised prices.

GIFT VOUCHERS

Gift Vouchers cannot be exchanged for cash and is not transferable or assignable.

Vouchers may be redeemed at www.basilmanning.co.za towards the purchase of products listed in the online catalogue or alternatively, may be redeemed at any of our branches towards the purchase

or products available in-store. Vouchers cannot be redeemed at any affiliate websites.

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Privacy Policy

This privacy policy sets out how we use and protect any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st November 2017.

What We Collect

We may collect the following information:

- Name
- Contact information including email address
- Other information relevant to customer surveys and/or offers
- IP address, operating system and browser details

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal Record Keeping

We may use the information to improve our products and services.

We may periodically send promotional emails about new services, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling Your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at personalshopper@basilmanning.co.za.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.