

RAPHA OUTREACH

INTERNATIONAL

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Terms and Conditions

Welcome to Rapha Outreach website. The terms of use govern our use of Rapha International Website and provides information about our services. In the event you visit our site and utilize our services, you agree to these terms.

This agreement stipulates that users agree to the terms and conditions before using the services; it is assumed that anyone who uses our services agrees to the terms. In order to utilize the services, you must first agree to the terms and accept it. The acceptance to the terms is done by accessing our services. You may not use the service or accept the terms and conditions for the following reasons: If you are not of a legal age to form a binding contract with Rapha International; or you are a person who is either prevented or legally prohibited from receiving or using the services under the laws of the country in which you are residing or accessing the services from.

Privacy Policy

The information we receive is through your engagement on our site as well as your active participation in interactive features of our services, filling out of forms requests for support as well as communication with us. The type of information collected may include your name, e-mail address, postal address, credit card information as well as other contact or identifying information you choose to provide. We also use various technologies to collect information, and this may include sending cookies to your computer. Cookies are small data files stored on your hard drive or in your device memory that helps us to improve our services and your experience, see which areas and features of our services are popular and count visits. We may also collect information using web beacons (also known as "tracking pixels"). Web beacons are electronic images that may be used in our services or emails and to track count visits or understand usage and campaign effectiveness.

Use of Information

Your personal information is only used to provide services or to communicate with you about our services provided. We employ industry standard techniques in order to protect against unauthorized access of data stored including your personal information. We do not share personal information you have provided to us without your consent, unless:

- Doing so is appropriate to carry out your own request
- We believe it's needed to enforce our legal agreements or that is legally required
- We believe it's needed to detect, prevent or address fraud, security or technical issues.

Sharing of Data

We don't share your personal information with third parties. Aggregated, anonymized data is periodically transmitted to external services to help us improve the Website and service.

We may allow third parties to provide analytics services. These third parties may use cookies, web beacons and other technologies to collect information about your use of the services and other websites, including your IP address, web browser, pages viewed, time spent on pages, links clicked and conversion information.

We also use social buttons provided by services like Twitter, Google+, LinkedIn and Facebook. Your use of these third-party services is entirely optional. We are not responsible for the privacy policies and/or practices of these third-party services, and you are responsible for reading and understanding those third-party services' privacy policies.

Opt-Out, Communication Preferences

You may modify your communication preferences and/or opt-out from specific communications at any time. Please specify and adjust your preferences.

Security

We take reasonable steps to protect personally identifiable information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. But you should keep in mind that no Internet transmission is ever completely secure or error-free. In particular, email sent to or from the Sites may not be secure. Changes to the Privacy Policy

We may amend this Privacy Policy from time to time. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is used.

If we make major changes in the way we collect or use information, we will notify you by posting an announcement on the Website or sending you an email.

Cancellation Policy

You may terminate your subscription at any time through your account management page. Such termination will result in the deactivation or disablement of your account and access to it, and the deletion of content you have gathered through the use of the services. Terminations are confirmed immediately and you will not have further interaction with us.

Refund Policy

Thank you for engaging with us at www.raphaoutreach.com operated by Rapha Healthcare International and using our services. We offer a full money back guarantee for payment towards services rendered through our website. If you are not satisfied with your purchase from us, you may claim your money back based on the contract signed between you and Rapha Outreach International. The time frame for refunds is 14 days, should you not engage within this period you will no longer be eligible and will be unable to receive compensation. Should you have concerns or queries, we request that you contact us immediately.

Return Policy

We endeavor to provide excellent services to our clients and customers. However, should you not be completely satisfied with the product and make an exchange, please follow the following policy. You have up to 90 days to after the transaction to exchange or return the purchase unless noted in our exceptions below. Please provide the necessary documents (receipts etc.) to facilitate this. Rapha Outreach international makes returns easy by accepting returns in the store and by mail. The coverage also involves return shipping costs. The return policy has a 90-day time limit and purchases within a year can be returned.

Contact Us

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Delivery Policy

The cost of shipping is calculated on a per order, per item, per kilogram basis and depends on the option you choose. Free shipping is provided on selected items occasionally in certain categories. The shipping times or estimated date of arrival on the product page at checkout. There are options at checkout to choose your preferred delivery date. Please enter the zip code or allow us to use your current location to expedite efficient delivery. If for some reason you do not receive your product, you may be eligible for a replacement product if we are notified within the return and exchange time period. Please provide a physical address for delivery. We are not liable for any theft, damage or loss of items after delivery.

Regulation laws for South Africa

These Terms and Conditions shall be governed and interpreted in accordance with the laws of the Republic of South Africa. Your continued use of the Website will constitute your consent and submission to the jurisdiction of the South African courts regarding all proceedings, transactions, applications or the like instituted by either party against the other, arising from any of these Terms and Conditions.