

GOLDEN LOGIC TECH SOLUTIONS (PTY) LTD — SERVICE DELIVERY & FULFILLMENT POLICY

1. SCOPE OF POLICY

This Service Delivery and Fulfillment Policy outlines the processing timelines, dispatch procedures, and delivery terms for digital services, hardware procurement, software licensing, custom printing, and remote technical support provided by Golden Logic Tech Solutions (Pty) Ltd.

2. DIGITAL SERVICES & SOFTWARE LICENSING

- **Web Hosting & Domain Registrations:** Web hosting accounts, domain registrations, domain transfers, and SSL certificates are provisioned within 1 to 24 hours following payment confirmation via Payfast or cleared EFT.
- **Software Licenses & Activation Keys:** Digital product keys and software licenses (including Microsoft Office, Trend Micro, and Windows licenses) are delivered via email or client portal within 1 to 24 hours of payment verification during standard business hours.

3. REMOTE TECHNICAL SUPPORT & CONSULTING

- **Scheduling:** Remote technical support sessions are scheduled during operating hours (Monday to Friday, 08:00 – 17:00 SAST).
- **Method of Delivery:** Support is rendered remotely via secure remote assistance tools (e.g., AnyDesk or TeamViewer).
- **Response Lead Times:** Standard technical queries and support requests are attended to within 2 to 24 business hours. Critical system outages receive prioritized response.

4. CUSTOM PRINTING, SIGNAGE & LASER ENGRAVING

- **Proof Approval Requirement:** Production lead times commence **only** after the client has provided formal written sign-off/approval on final digital artwork proofs and cleared required payments.
- **Production Lead Times:**
 - *Standard Printing & Rubber Stamps:* 2 to 5 business days after artwork approval.
 - *Signage & Laser Engraving/Cutting:* 3 to 7 business days after artwork approval (depending on project scale and material stock).
- **Fulfillment:** Finished print and engraving orders can be collected by prior appointment or dispatched via courier.

5. HARDWARE PROCUREMENT & PHYSICAL COURIER DELIVERY

- **Order Processing & Procurement:** Physical hardware, networking gear, and office equipment orders are processed within 1 to 3 business days following cleared payment, subject to supplier/distributor stock availability.
- **Courier Shipping Lead Times:** Physical shipments across South Africa are dispatched via third-party couriers. Delivery lead times typically range between 2 to 5 business days for main centers and up to 7 business days for regional/outlying areas.
- **Tracking Details:** Waybill numbers and tracking links are emailed to the client once the parcel is handed over to the courier service.
- **Receipt & Transfer of Risk:** Deliveries require a physical street address where an authorized person is available to sign for receipt. Risk of loss or physical damage transfers to the client once the goods are signed for at the designated delivery address.

6. FULFILLMENT DELAYS & FORCE MAJEURE

While we strive to meet all estimated lead times, Golden Logic Tech Solutions is not liable for fulfillment delays resulting from distributor backorders, third-party courier delays, power/infrastructure disruptions, port import delays, or incorrect delivery addresses provided by the client. We will communicate any expected delays promptly.

7. DELIVERY QUERIES & SUPPORT

For order status updates, delivery queries, or scheduling requests, please contact our administrative team:

- **Email:** webmaster@goldenlogic.co.za
- **Business Hours:** Monday – Friday: 08:00 – 17:00 SAST