

GOLDEN LOGIC TECH SOLUTIONS (PTY) LTD — TERMS AND CONDITIONS

1. INTRODUCTION & SCOPE OF SERVICES

Welcome to Golden Logic Tech Solutions (Pty) Ltd. These Terms and Conditions govern all products, services, and solutions provided by us, including web hosting, domain management, custom printing, hardware procurement, software licensing (e.g., Microsoft Office, Anti Virus), and remote technical support. By placing an order, accepting a quotation, or subscribing to our services, you agree to be bound by these terms.

2. AUTOMATIC MONTHLY RENEWALS & PAYFAST (HOSTING & SUBSCRIPTIONS)

By subscribing to a recurring monthly service plan, you authorize automatic recurring deductions from your designated payment card via Payfast. Your subscription will automatically renew each month on the anniversary of your sign-up date unless canceled in writing at least 30 days prior to the billing date.

3. PAYMENT TERMS, LATE PAYMENTS & SUSPENSION

- **Recurring Subscriptions:** If a recurring Payfast payment fails, the system will attempt two additional retries before pausing the subscription. A request will be sent to update card details or submit payment via EFT. If payment is not received within 30 days following notice, a final suspension notice will be issued, after which services will be suspended within 7 days.
- **Hardware, Software & Ad-Hoc Invoices:** Invoices for hardware, software licenses, printing, or technician labor must be settled according to the payment terms stated on the quote or invoice. Work, procurement, or production will only commence once the required deposit or full payment has cleared.

4. PRINTING & CUSTOM PRODUCTION SERVICES

- **Proof Approval:** Clients are required to review and sign off on final digital proofs before production begins. Golden Logic Tech Solutions is not liable for spelling, design, layout, or dimensions errors once the proof has been approved by the client.
- **Color Variations:** Digital screen previews (RGB) may vary slightly from physical printed outputs (CMYK) depending on material substrates and print methods. Minor color variations fall within acceptable industry standards.

- **Non-Refundability:** Custom print jobs, signage, laser engraving, or personalized products are non-refundable once materials are cut or production has commenced.

5. HARDWARE PROCUREMENT & SOFTWARE LICENSING

- **Software Licenses:** Digital software keys and licenses (including Microsoft 365, Trend Micro, and operating systems) are non-refundable once generated, issued, or activated.
- **Hardware Warranties:** All physical hardware items carry standard manufacturer warranties. Golden Logic Tech Solutions acts as an authorized reseller and will facilitate warranty claims with suppliers, but does not provide independent warranties beyond the supplier's coverage.
- **Ownership of Goods:** All hardware and physical software items remain the property of Golden Logic Tech Solutions (Pty) Ltd until payment has been settled in full.

6. REMOTE TECHNICAL SUPPORT SERVICES

- **Authorization:** Requesting remote support grants our technicians permission to access your device, server, or workstation via secure remote administration tools (e.g., AnyDesk or TeamViewer).
- **Client Data Responsibility:** While our technicians exercise due diligence during maintenance and troubleshooting, clients are strictly responsible for maintaining external backups of critical data prior to any remote support session.
- **Scope & Rates:** Support requests falling outside standard maintenance plans or project scopes will be quoted and billed at our standard hourly technical rate.

7. ACCEPTABLE USE POLICY

You agree not to use our web hosting, email infrastructure, or technical services for any unlawful activity, including but not limited to hosting malicious software, phishing schemes, sending unsolicited bulk email (SPAM), attempting unauthorized network intrusions, or violating intellectual property laws. Violation of this policy results in immediate service termination without refund.

8. LIMITATION OF LIABILITY & DATA LOSS

While we maintain regular server-level backups, clients maintain ultimate responsibility for keeping independent backups of email accounts, workstation files, accounting data, and custom website content. Golden Logic Tech Solutions (Pty) Ltd shall not be held liable for any data loss, operational downtime, hardware failure, or lost business revenue resulting from server disruptions, software updates, or technical support operations.

9. GOVERNING LAW & POPIA COMPLIANCE

These terms are governed by the laws of the Republic of South Africa. All client information, infrastructure configurations, and personal data are collected, processed, and stored in strict accordance with the Protection of Personal Information Act (POPIA).