

# Terms and Conditions Summary – Firmlinx (Pty) Ltd

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**Effective Date:** April 2025

**Website:** <https://www.firmlinx.co.za/>

## 1. Introduction

By accessing or using Firmlinx's website and services, you agree to be bound by these Terms and Conditions, including the Fair Usage Policy and PoPIA Compliance.

## 2. Definitions

- **Services:** Includes ICT support, network infrastructure solutions, cybersecurity, cloud hosting, repair services, office automation, internet connectivity (including backup solutions), and items available in the online shop.
- **User:** Any person or entity accessing or using the website or services.
- **Content:** All text, images, graphics, and other materials available on the website.

## 3. Acceptance of Terms

Using the website or services confirms that you have read, understood, and agree to these Terms. If you do not agree, please refrain from using the website or services.

## 4. Description of Services

Firmlinx offers a comprehensive range of IT and communication solutions, including:

- **ICT Support and Repair Centre:** Professional technical support available 24/7/365.
- **Network and Infrastructure Solutions:** Including network infrastructure, CCTV, cloud & hosting, cybersecurity, and office automation.
- **Internet Connectivity:** Reliable and secure internet services, with optional backup solutions to ensure uninterrupted connectivity.
- **Online Shop:** A curated selection of ICT-related products such as desktops, laptops, monitors, printers, and accessories.

## 5. User Obligations

Users agree to:

- Provide accurate and current information when required.
- Use services lawfully and refrain from interfering with website operations.
- Abide by the Fair Usage Policy to ensure optimal service for all users.

## 6. Payment and Orders (for Online Shop)

- **Pricing and Payment:** All prices are in South African Rands (ZAR) and subject to change without notice. Payment must be made in full at the time of purchase.
- **Order Acceptance:** Orders placed via the website constitute an offer to purchase. Firmlinx reserves the right to accept or decline orders at its discretion.
- **Refunds and Returns:** Refer to the shop's refund and return policy for detailed information regarding cancellations, refunds, and exchanges.

## 7. Intellectual Property

All website content, including text, graphics, logos, images, and software, is the property of Firmlinx or its content suppliers and is protected by South African and international copyright laws. Reproduction or distribution without prior written permission is prohibited.

## 8. Privacy and Data Protection

Firmlinx is committed to protecting your privacy and complies with the Protection of Personal Information Act (PoPIA). Practices regarding the collection, use, and disclosure of personal information are described in the Privacy Policy. By using the website, you consent to the processing of your personal data in accordance with the Privacy Policy.

## 9. Disclaimers and Limitation of Liability

- **Disclaimer of Warranties:** The website and services are provided "as is" without any representations or warranties of any kind, either express or implied.
- **Limitation of Liability:** Firmlinx shall not be liable for any indirect, incidental, consequential, or punitive damages arising out of your use of, or inability to use, the website or services. Total liability is limited to the amount paid for the specific service or product.

## 10. Modifications to Terms

Firmlinx reserves the right to modify or update these Terms at any time. Changes become effective immediately upon posting on the website. Continued use of the website or services constitutes acceptance of those changes.

## 11. Governing Law

These Terms are governed by the laws of South Africa. Any disputes arising from these Terms or your use of the website or services shall be subject to the exclusive jurisdiction of the South African courts.

## 12. Termination

Firmlinx reserves the right to terminate or suspend access to the website or services, with or without notice, for conduct that violates these Terms or is harmful to other users, Firmlinx, or third parties.

## 13. Contact Information

For questions, concerns, or feedback regarding these Terms, contact Firmlinx at:

- **Address:** 17 Geringer Street, Del Judor, eMalahleni, 1035
- **Email:** [info@firmlinx.co.za](mailto:info@firmlinx.co.za)
- **Phone:** 013 656 1849