

Terms and Conditions

Version 1.0

Introductions

The following information is the terms and conditions between us (website owner) and yourself (website visitor). These terms and conditions cover all use of the website and/or mobile application. By visiting and using the website you agree to all the terms and conditions.

Definitions

- Website – refers to the website located at www.globalvouchers.net and include any mobile applications linked to the website.
- Customer – refers to any visitor of the website, including any person, business or any agent relating to the visitor.
- Owner, Us or Our – refers to the owner of the website. It includes our employees, owners, or agents.
- Vendors – refers to third party merchants, where the vouchers sold on the website can be redeemed for products sold at the stores.
- Vouchers – refers to the product sold on the website, which includes voucher numbers of specific value, which can be redeemed at the registered vendors.
- Business Hours – refers to the hours of 09:00 to 17:00, Monday to Friday, excluding registered public holidays.

Offer To Do Business

By visiting and using the website, the displaying of vouchers on the website is only an offer to do business. By adding products to the shopping cart and checking out to the payment section, is considered a valid and binding order which is accepted between us and the customer. We accept this transaction as valid once payment has been processed and vouchers are processed.

Valid Sale

Once a transaction is accepted between us and the customer, the transaction is non-refundable and non-exchangeable. However, if the voucher is faulty, we will replace the voucher with a valid voucher or refund the customer, depending on customer's request. If no fault is found in the voucher, no refunds/exchange will occur.

A voucher will not be considered faulty if voucher has been redeemed at a vendor. A voucher will not be considered faulty if invalid details are entered relating to a voucher not delivered to the correct customer.

Shipping / Delivery

All vouchers are shipped/delivered online via email and telephonic communications. We deliver the vouchers once payment has been received. A valid email and telephonic number will be required to ensure correct delivery of the purchased vouchers. We will not be responsible for non-delivery if invalid details were entered by the customer.

Payment Options

We work with registered payment gateways; payment options will be dependent on the options supplied by the gateways. The customer will not be responsible for any fees applicable to the payment gateways. All transactions are protected by 3D-Secure technology. Payment will be required in the timeframe defined by the payment gateway. If payment is not confirmed within the specified timeframe, the transaction will be canceled. Payment gateways may require additional information to ensure valid payment occurs.

Vendors

Vouchers can be redeemed at any of our registered third-party vendors. Any purchased voucher from our website, the customer wanting to redeem this voucher, must accept and comply to the vendors terms and conditions in conjunction with our terms and conditions.

Voucher Expiration

We do not set any expiry date on our vouchers. As such, expiry dates may vary from vendor to vendor if an expiry date applies. Confirmation between customer and vendor will be required, to ensure voucher expiry period.

Terms and Conditions Changes

We have the right to change at any time the terms and conditions which may affect your rights and obligations. Any changes to the terms and conditions will be placed on the website by the relevant section. If you do not agree with any of the original terms and conditions or to the updated terms and conditions, you are required to stop using the websites services. If the customer continues to use the website, it will be considered that they agree and accepted the terms and conditions.

Account Registration

Customer will have the ability to purchase and checkout using the guest checkout, giving them the option to not create an account. Creating an account on the website allows the customer to keep track of any previous purchase, allowing them to see any previous voucher. Each customer which creates an account will be required to provide their full name, valid email address, valid cellphone number. These details will be used for the delivery of any purchased voucher and may be used as a mode of communication if needed.

Security

Each customer is responsible for keeping their login details secure. No payment details are kept on the website. Payments are processed using registered payment gateways which are protected by 3D-Secure technology. Registered customers agree to not providing unauthorized access to any person, not to interfere with the functionality or proper working of the provided service. If the customer's account is deactivated, further information may be required from us to have the account activated again. We are not liable for any loss or damage suffered by a customer's failure to maintain the confidentiality of their credentials. If you become aware of any unauthorized access to your account, please contact us immediately.

Intellectual Property

The website is owned by us, all content, information, and all rights are owned by us too. This includes and is not limited to all intellectual property rights, copy rights and patent rights. All moral rights are reserved. One may not use any name or logo relating to the website without requiring written permission from the owner of the website.

Disclaimers and Liability

- The use of the website is done at the customer's own risk. We provide the website as is with its intended purpose. We do not promise that the website will be free of defects, errors, or malicious software.
- You promise to protect us against any claim, demand, loss, or liability related to the use of the website.
- We will do our most to fix any error or fault relating to the use of the website as soon as possible.
- We are not liable to refund any vouchers which are stolen or lost. We are not responsible for any vouchers redeemed by another person without permission once the gift card has been delivered.
- Any dispute regarding the use of the voucher should be taken up with the vendor themselves.
- We are not responsible for anyone else's website or service, including that offered by our third-party vendors.
- We are not responsible for any indirect or consequential damages or losses.

Contact Us

If there are any queries or concerns regarding the above terms and conditions, please get in touch with us using our 'Contact Us' page and we will get back to you as soon as possible.