



1. Detailed description of goods and/or services

DELPHIS SOLUTIONS T/A IDIBI FIREARMS is a business in the FIREARM, AMMUNITION AND OUTDOOR industry that SELLS OUTDOOR GOODS TO THE GENERAL PUBLIC .

2. Delivery policy

Orders will only be processed once the funds reflect in our bank account.

The processing of your order may take up to 1 (one) to 4(four) business days before it is ready for pick-up in store.

The delivering of your order may take up to 5 (five) to 7(seven) business days.

Please note that some products/items will have to be transferred from other store branches, manufacturers and/or distributing agents. Should this be the case, additional working days will be required to complete the processing of your order.

Our delivery service only operates from Mondays to Fridays.

3. Export restriction

Licensed goods such as firearms sold on this website, can only be shipped to locations within the borders of South Africa via licensed firearm courier services.

Ammunition, primers and gunpowder may not be shipped but must be collected from our store.

Please note that we shall not attend to the international shipping of any items /products.

4. Return and Refunds policy

The provision of goods and services by IDIBI is subject to availability. In cases of unavailability, IDIBI will refund the client in full within 30 days. Cancellation of orders by the client will attract a 15 % administration fee.

We warrant that our products will be free of defects as at the time of shipping, however, our products are all subject to the manufacturer's warranties.

Should an item appear to be defective/faulty within 7 (seven) days from receipt of your order, we shall collect the item and return the item to the manufacturer or its official distributing agent for assessment thereof. If the manufacturer or its official distributing agent determines that the product is indeed defective/faulty and is protected by a warranty, we shall repair and return or replace the item at our costs.

If the product has been inspected by the manufacturer or its official distributing agent and is not regarded as defective/faulty, alternatively if the item is not protected by a warranty, the costs associated with the return of the item, which has not been repaired or replaced, will be for your account.



If the product has been inspected by the manufacturer or its official distributing agent and is not regarded as defective/faulty, the costs associated with the return of the item (not repaired or replaced) will be for your account.

Should an item, protected by a warranty, become defective/faulty after 7 (seven) days from receipt of your order, you shall return the item to us at your own costs. The item shall be inspected by the manufacturer or its official distributing agent. If the manufacturer or its official distributing agent determines that the product is indeed defective/faulty and confirms that it is protected by a warranty, we shall repair and return or replace the item at our costs.

If the item is not protected by a warranty, the costs associated with the return of the item (not repaired or replaced) will be for your account.

If the product has been inspected by the manufacturer or its official distributing agent and is not regarded as defective/faulty, the costs associated with the return of the item (not repaired or replaced) will be for your account.

Should you not be entirely satisfied with the item you have received via the website, you may return the item to us, at your own costs, within 7 (seven) days from receipt of your order. The item should be returned in its original packaging, be unused and in the same, original condition it was received by you. The item shall be inspected by the Store Owner to determine whether the item was returned in its original condition and packaging. As there is no general right of return, the return will be accepted, only if the Store Manager is satisfied with the status of the item and packaging, and Idibi Firearms shall refund the purchase price of the item, less a 15% restocking/handling fee.

Purchases which have been made in store, and where you have had the opportunity to examine the item before purchasing same, shall not have a general right of return. Each matter will be assessed based on its own merits.

“Change-of-heart” returns shall not be accepted.

Due to the sensitive nature thereof, items such as Ammunition, Powders and Primers are not refundable.

Gift Cards cannot be exchanged for cash, or be refunded.

5. Customer Privacy policy

IDIBI shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

http://www.polity.org.za/attachment.php?aa_id=3569.

IDIBI will endeavour to comply strictly with the provisions of both the Protection of Personal Information Act (POPIA) as well as the Promotion of Access to Information Act (PAIA). By making any purchase you agree that you have read the terms and conditions set out in both the POPIA and PAIA manuals which is readily accessible hereinafter.

6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Idibi Firearms bank account, the details of which will be provided on request.



7. Card acquiring and security

Card transactions will be acquired for IDIBI FIREARMS via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored by IDIBI FIREARMS separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to www.paygate.co.za.

9. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is

South African Rand (ZAR).

10. Responsibility

IDIBI FIREARMS takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country of domicile

This website is governed by the laws of South Africa and IDIBI FIREARMS chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

12. Variation

IDIBI FIREARMS may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information

This website is run by DELPHIS SOLUTIONS PTY LTD based in South Africa trading as

IDIBI FIREARMS and with registration number 2020 / 593252 / 07 and Jo-mari Swart as Director.

14. Idibi Firearms contact details

Company Physical Address: Portion 219 of the Farm Rietfontein Hartbeespoort, North West, 0216, South Africa

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