C TO Z SUPPLIES t/a IT Galaxy

Website Terms and Conditions

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IT Galaxy

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Document Classification

Document Classification: Public

Intended Audience: Customers, website visitors, suppliers, business partners, regulators, and members of the public.

Availability: These Website Terms and Conditions are available on the IT Galaxy website and may be provided upon request.

Copyright Notice

© 2026 C TO Z SUPPLIES t/a IT Galaxy. All rights reserved.

These Website Terms and Conditions are the property of C TO Z SUPPLIES t/a IT Galaxy and may not be reproduced, modified, or distributed for commercial purposes without prior written permission, except where permitted by applicable law.

Printed copies of these Website Terms and Conditions are considered uncontrolled. The latest version is available on the IT Galaxy website.

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1. Introduction

Welcome to the IT Galaxy website, operated by **C TO Z SUPPLIES t/a IT Galaxy** ("IT Galaxy", "we", "us", or "our").

These Website Terms and Conditions ("Terms") govern your access to and use of the IT Galaxy website, including all information, products, services, quotations, communications, and other content made available through the website.

By accessing, browsing, or using this website, you acknowledge that you have read, understood, and agree to be bound by these Terms, together with our Privacy Policy, Cookie Policy, and any other policies or notices published on this website.

If you do not agree to these Terms, you should discontinue use of the website immediately.

These Terms are intended to protect both IT Galaxy and its website users by promoting transparency, establishing clear expectations, and ensuring that the website is used lawfully and responsibly.

Nothing contained in these Terms limits or excludes any rights or obligations that may apply under the laws of the Republic of South Africa, including the Consumer Protection Act, 2008, the Electronic Communications and Transactions Act, 2002, the Promotion of Access to Information Act, 2000 (PAIA), and the Protection of Personal Information Act, 2013 (POPIA), where applicable.

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2. Acceptance of these Terms

By accessing, browsing, registering on, or using the IT Galaxy website, you acknowledge that you have read, understood, and agree to be bound by these Website Terms and Conditions, together with any policies or notices incorporated by reference, including the Privacy Policy and Cookie Policy.

If you do not agree to these Terms, you must discontinue use of the website immediately.

You agree to use the website only for lawful purposes and in a manner that does not infringe the rights of others, restrict or inhibit another person's use of the website, or violate any applicable law or regulation.

Where you access or use the website on behalf of a business, organisation, or other legal entity, you warrant that you have the authority to bind that entity to these Terms and Conditions.

IT Galaxy reserves the right to amend these Website Terms and Conditions from time to time. Any amendments will become effective upon publication on the website, unless otherwise stated. Your continued use of the website after such amendments have been published constitutes your acceptance of the revised Terms and Conditions.

If any provision of these Terms is found to be unlawful, invalid, or unenforceable, the remaining provisions shall continue to remain in full force and effect to the extent permitted by law.

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3. About IT Galaxy

The IT Galaxy website is owned and operated by **C TO Z SUPPLIES**, trading as (**t/a**) **IT Galaxy**, a business registered in the Republic of South Africa.

IT Galaxy specialises in the supply of information technology products, hardware, software, accessories, peripherals, business technology solutions, and related services to individuals, businesses, educational institutions, government entities, and other organisations.

Company Information

Registered Company Name:
C TO Z SUPPLIES

Trading Name:
IT Galaxy

Registration Number:
2024/689902/07

Physical Address:
Friedenheim JT258
Drum Rock
Mbombela
1200, Mpumalanga
South Africa

Telephone:
+27 (0) 83 946 3469

Email:
admin@itgalaxy.co.za

Website:
https://www.itgalaxy.co.za

The Company is committed to conducting its business with integrity, professionalism, and transparency while complying with all applicable South African legislation.

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4. Use of the Website

The IT Galaxy website is provided to enable users to obtain information about our products and services, submit quotation requests, place enquiries, communicate with us, and access other information made available by C TO Z SUPPLIES t/a IT Galaxy.

By using this website, you agree to use it responsibly, lawfully, and in accordance with these Website Terms and Conditions.

You agree **not** to:

- Use the website for any unlawful, fraudulent, or malicious purpose;
- Attempt to gain unauthorised access to the website, servers, databases, or any connected systems;
- Interfere with, disrupt, damage, or compromise the security, functionality, or availability of the website;
- Upload, transmit, or distribute viruses, malware, malicious code, or any other harmful technology;
- Use automated systems, bots, data mining, scraping tools, or similar technologies to access or extract information from the website without prior written permission;
- Copy, reproduce, modify, distribute, publish, or exploit any website content except where expressly permitted by law or with the prior written consent of C TO Z SUPPLIES t/a IT Galaxy;
- Misrepresent your identity or provide false, inaccurate, or misleading information when communicating with IT Galaxy or submitting requests through the website;
- Use the website in any manner that infringes the rights of C TO Z SUPPLIES t/a IT Galaxy or any third party.

IT Galaxy reserves the right to suspend, restrict, or terminate access to the website, without prior notice, where it reasonably believes that a user has breached these Terms and Conditions, attempted to compromise the website, or engaged in unlawful or inappropriate conduct.

Nothing in these Terms shall prevent IT Galaxy from taking any additional legal or other action available under applicable law where necessary to protect its rights, systems, information, customers, or business operations.

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5. Products and Services

C TO Z SUPPLIES t/a IT Galaxy provides a range of information technology products, hardware, software, accessories, peripherals, business technology solutions, and related services through this website.

The website is intended to provide information about our products and services, facilitate quotation requests and customer enquiries, and support customers throughout the procurement process.

While we endeavour to ensure that all product descriptions, specifications, images, pricing, and availability information displayed on the website are accurate and up to date, such information is provided for general informational purposes only and may be amended without prior notice.

Products and services displayed on the website are subject to availability from our suppliers and distributors. Certain products may be discontinued, substituted, or become unavailable after publication on the website.

Images, photographs, illustrations, and product specifications are provided for illustrative purposes only and may differ from the actual products supplied. Where manufacturer information is used, such information remains subject to change by the respective manufacturer.

IT Galaxy reserves the right to modify, update, discontinue, or withdraw any product, service, specification, or website content at any time without prior notice.

The publication of products or services on this website does not constitute a binding offer to sell. All quotations, orders, pricing, and transactions remain subject to confirmation, availability, and acceptance by IT Galaxy in accordance with these Website Terms and Conditions.

Where professional advice, technical recommendations, compatibility guidance, or product selection assistance is provided, such information is based on the information made available to us at the time. Customers remain responsible for verifying that products and services are suitable for their intended requirements prior to purchase or implementation.

6. Quotations

IT Galaxy provides quotations to assist customers in making informed purchasing decisions. Unless expressly stated otherwise, all quotations are provided without obligation and do not constitute a binding offer to sell.

Quotations are prepared based on the information provided by the customer at the time of the request. Customers are responsible for ensuring that all specifications, quantities, product requirements, technical information, delivery details, and other relevant information supplied to IT Galaxy are accurate and complete.

All quotations are subject to:

- Product availability from suppliers and distributors;
- Manufacturer availability and lead times;
- Price changes by suppliers or manufacturers;
- Exchange rate fluctuations, where applicable;
- Confirmation of technical specifications and compatibility;
- Applicable taxes, delivery charges, and any additional costs identified during the quotation process.

Unless otherwise stated in writing, quotations remain valid for **seven (7) calendar days** from the date of issue. After this period, pricing, availability, and other terms may be reviewed and amended without prior notice.

Acceptance of a quotation by a customer does not automatically create a binding agreement. Orders remain subject to final confirmation and acceptance by IT Galaxy, including verification of product availability, pricing, and any other applicable conditions.

IT Galaxy reserves the right to withdraw, amend, or correct any quotation at any time before an order has been formally accepted where:

- A pricing, calculation, typographical, or administrative error has occurred;
- Supplier pricing or product availability has changed;
- Manufacturer specifications have changed;
- The quotation was based on incomplete or inaccurate information provided by the customer; or
- Circumstances beyond the reasonable control of IT Galaxy affect the ability to supply the quoted products or services.

Where a quotation includes recommendations regarding product selection, compatibility, licensing, or technical solutions, such recommendations are based on the information available at the time and should not be regarded as a substitute for the customer's own technical assessment or project requirements.

Quotations, supporting documentation, product recommendations, and pricing information remain confidential and are provided solely for the purpose of evaluating a potential transaction with IT Galaxy. They may not be reproduced, distributed, or used for any commercial purpose without the prior written consent of C TO Z SUPPLIES t/a IT Galaxy.

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7. Orders and Acceptance

Customers may place orders by accepting a quotation in writing, submitting a purchase order, placing an order through the IT Galaxy website (where applicable), or by any other method accepted by IT Galaxy.

Submission of an order by a customer constitutes an offer to purchase the selected products and/or services in accordance with these Website Terms and Conditions. An order shall not be regarded as accepted until IT Galaxy has confirmed its acceptance in writing or has otherwise commenced processing the order.

All orders remain subject to:

- Product availability;
- Supplier and distributor confirmation;
- Verification of pricing and product specifications;
- Credit approval, where applicable;
- Receipt of any required deposits or advance payments;
- Compliance with any additional requirements communicated during the ordering process.

IT Galaxy reserves the right to decline, suspend, or cancel any order, in whole or in part, where:

- The requested products or services are unavailable;
- Pricing or product information contains an error;
- Fraudulent, unlawful, or suspicious activity is suspected;
- Required customer information is incomplete or inaccurate;
- Payment requirements have not been met; or
- Circumstances beyond the reasonable control of IT Galaxy prevent fulfilment of the order.

Where an order cannot be fulfilled, IT Galaxy will make reasonable efforts to notify the customer as soon as practicable and, where appropriate, discuss suitable alternatives or arrange a refund of any payments received in accordance with applicable legislation.

Customers are responsible for reviewing all order confirmations promptly and notifying IT Galaxy of any discrepancies or errors before products are dispatched or services commence.

Any request by a customer to amend or cancel an order after acceptance by IT Galaxy may be subject to supplier conditions, manufacturer policies, costs already incurred, or other contractual obligations. IT Galaxy will make reasonable efforts to accommodate such requests but cannot guarantee that amendments or cancellations will be possible without additional charges.

Where customers issue formal purchase orders, those purchase orders shall be read together with these Website Terms and Conditions. In the event of any conflict, these Website Terms and Conditions shall prevail unless otherwise agreed in writing by C TO Z SUPPLIES t/a IT Galaxy.

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8. Pricing

IT Galaxy endeavours to ensure that all prices displayed on the website, quotations, catalogues, promotional material, and other communications are accurate at the time of publication. However, pricing information is subject to change without prior notice and may vary due to supplier pricing, manufacturer adjustments, exchange rate fluctuations, market conditions, or other factors beyond the reasonable control of IT Galaxy.

Unless expressly stated otherwise, all prices are quoted in **South African Rand (ZAR)**.

Where applicable, prices will indicate whether **Value Added Tax (VAT)** is included or excluded. If C TO Z SUPPLIES is not registered as a VAT vendor at the time of publication, prices will not include VAT. Should the Company become registered for VAT in the future, pricing will be updated accordingly in accordance with applicable legislation.

Prices displayed on the website are provided for general information and should not be regarded as a binding offer. Final pricing will be confirmed in the official quotation or order confirmation issued by IT Galaxy.

While every reasonable effort is made to ensure pricing accuracy, IT Galaxy reserves the right to correct any pricing, calculation, typographical, administrative, or system error at any time before an order has been accepted.

Where a pricing error is identified after a quotation has been issued or an order has been submitted, IT Galaxy will notify the customer as soon as reasonably practicable and provide the opportunity to:

- Accept the corrected price;
- Amend the order; or
- Cancel the order without penalty where no binding agreement has yet been concluded.

Promotional prices, special offers, discounts, and limited-time pricing remain subject to the terms of the relevant promotion, product availability, and any additional conditions published at the time of the offer.

Unless otherwise agreed in writing, delivery charges, installation costs, configuration services, licensing fees, subscription charges, extended warranties, and any other additional services are not included in the quoted price unless specifically stated.

Certain products and services, including software licences, cloud services, subscriptions, special-order items, imported products, or customised solutions, may be subject to additional pricing conditions communicated to the customer before acceptance of the order.

9. Payments

Payment for products and services supplied by C TO Z SUPPLIES t/a IT Galaxy shall be made using the payment methods approved and made available by the Company from time to time.

Accepted payment methods may include, but are not limited to:

- Electronic Funds Transfer (EFT);
- Secure online payment platforms;
- Debit and credit card payments;
- Account facilities or approved credit terms (where applicable); and
- Any other payment method approved by IT Galaxy.

The availability of specific payment methods may change without prior notice.
Unless otherwise agreed in writing, payment must be received and cleared before products are ordered from suppliers, dispatched to customers, or services are commenced.

Where approved account facilities or credit terms have been granted, payment shall be made strictly in accordance with the agreed credit terms. Failure to comply with such terms may result in the suspension of further supplies, withdrawal of credit facilities, or any other lawful remedy available to IT Galaxy.

Customers remain responsible for ensuring that payment details are accurate and that sufficient funds are available to complete the transaction. Any bank charges, transaction fees, foreign exchange charges, or other costs imposed by financial institutions remain the responsibility of the customer unless otherwise agreed in writing.

Ownership of products supplied by IT Galaxy shall remain vested in C TO Z SUPPLIES until payment has been received in full, to the extent permitted by applicable South African law.

Where payment is not received within the agreed period, IT Galaxy reserves the right to:

- Suspend or delay the processing of orders;
- Withhold delivery of products or commencement of services;
- Charge interest on overdue amounts where permitted by law or agreed in writing;
- Recover any reasonable costs incurred in collecting outstanding amounts; and
- Exercise any other rights available under applicable legislation or contract.

IT Galaxy reserves the right to require full or partial payment in advance for special-order products, customised solutions, imported products, project-based work, software licences, subscription services, or any transaction considered to present a higher commercial risk.

All payments received will be allocated to the oldest outstanding amount unless otherwise agreed in writing or required by law.

Where payment is made through a third-party payment service provider, the processing of payment information will be subject to the terms, conditions, and privacy policies of the relevant payment provider. IT Galaxy does not store customers' full payment card details unless expressly required and permitted by applicable law.

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10. Delivery

IT Galaxy will make every reasonable effort to deliver products and, where applicable, provide services within the estimated timeframes communicated to the customer. All delivery dates and lead times are estimates only and are not guaranteed unless expressly agreed in writing.

Delivery times may be affected by factors beyond the reasonable control of IT Galaxy, including but not limited to:

- Supplier or distributor availability;
- Manufacturer production or shipping delays;
- Courier or logistics service disruptions;
- Customs clearance processes for imported products;
- Adverse weather conditions or natural disasters;
- Public holidays, industrial action, or other unforeseen events.

IT Galaxy shall not be liable for any loss, damage, costs, or inconvenience arising from reasonable delivery delays caused by circumstances beyond its control.

Customers are responsible for ensuring that accurate delivery information, including the delivery address, contact details, and any special delivery instructions, are provided at the time of placing an order. IT Galaxy shall not be responsible for delays or additional costs resulting from incorrect or incomplete information supplied by the customer.

Risk in the products shall pass to the customer upon delivery to the agreed delivery address or upon collection by the customer or the customer's authorised representative, as applicable. Ownership of the products shall remain with C TO Z SUPPLIES until payment has been received in full, in accordance with Section 9 of these Terms and Conditions.

Upon delivery, customers should inspect the products as soon as reasonably practicable and notify IT Galaxy of any shortages, visible damage, incorrect items, or other discrepancies within a reasonable period after delivery. Prompt notification will enable IT Galaxy to investigate and, where appropriate, assist in resolving the matter.

Where delivery is delayed because the customer is unavailable, refuses delivery without lawful reason, fails to provide access, or fails to provide accurate delivery information, IT Galaxy reserves the right to recover any reasonable additional storage, handling, re-delivery, or related costs incurred.

Delivery charges, where applicable, will be communicated to the customer before an order is accepted unless expressly included in the quotation or order confirmation.

Where installation, configuration, commissioning, or other on-site services form part of the agreed transaction, the timing of those services may depend on the successful delivery of the products, customer site readiness, and any other agreed project requirements.

Customers are responsible for ensuring that any person accepting delivery on their behalf is authorised to do so. A delivery accepted by the customer or an authorised representative shall be deemed to constitute delivery to the customer.

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11. Returns and Warranties

IT Galaxy is committed to supplying quality products and services and to dealing fairly with customers in accordance with the Consumer Protection Act, 2008 ("CPA"), and any other applicable South African legislation.

Customers who believe that a product is defective, damaged, incorrect, or otherwise not in accordance with the accepted order should notify IT Galaxy as soon as reasonably practicable after becoming aware of the issue.

Requests for returns, exchanges, repairs, replacements, or refunds will be considered in accordance with:

- The Consumer Protection Act, 2008;
- Applicable manufacturer warranties;
- Supplier or distributor return policies (where applicable);
- The nature of the product or service supplied; and
- The specific circumstances of the request.

Where products are covered by a manufacturer's warranty, the warranty remains subject to the manufacturer's terms and conditions. IT Galaxy will make reasonable efforts to assist customers in facilitating warranty claims with the relevant manufacturer, supplier, or distributor where appropriate.

Products that have been:

- Misused;
- Neglected;
- Improperly installed;
- Modified or repaired by unauthorised persons;
- Damaged through accident or improper handling; or
- Used contrary to the manufacturer's instructions,

may not qualify for repair, replacement, refund, or warranty service.

Certain products or services may not be eligible for return unless required by applicable law. These may include, but are not limited to:

- Software licences or activation keys that have been issued or activated;
- Custom-built or specially sourced products;
- Special-order or imported items obtained specifically for a customer;
- Subscription services; and
- Products or services that are expressly identified as non-returnable prior to purchase.

Where a return is approved, customers may be required to return the product in its original packaging together with all accessories, documentation, proof of purchase, and any other items reasonably required to assess the return.

Nothing contained in these Website Terms and Conditions limits, excludes, or restricts any rights or remedies available to consumers under the Consumer Protection Act, 2008, or any other applicable South African legislation.

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12. Intellectual Property

Unless otherwise stated, all intellectual property rights relating to the IT Galaxy website and its contents are owned by or licensed to **C TO Z SUPPLIES t/a IT Galaxy** and are protected by applicable South African and international intellectual property laws.

This includes, but is not limited to:

- The IT Galaxy name and branding;
- Logos, graphics, icons, and design elements;
- Website layout, appearance, and functionality;
- Product catalogues and marketing material created by IT Galaxy;
- Original text, articles, guides, documentation, and written content;
- Photographs, images, videos, and multimedia content owned by or licensed to IT Galaxy;
- Software, source code, databases, and website functionality (where applicable); and
- Any other proprietary material published on the website.

Users may access, download, or print information from the website solely for their own lawful, personal, or internal business purposes, provided that such use does not modify the content, remove copyright notices, or infringe any intellectual property rights.

Except where expressly permitted by law or with the prior written consent of C TO Z SUPPLIES t/a IT Galaxy, users may not:

- Copy, reproduce, modify, distribute, publish, transmit, display, sell, licence, or commercially exploit any website content;
- Create derivative works based on website content;
- Use any trademarks, logos, branding, or trade names belonging to IT Galaxy;
- Frame, mirror, or otherwise reproduce any part of the website on another website or platform; or
- Use website content in a manner that is misleading, unlawful, or likely to create confusion regarding its ownership or origin.

Certain product names, trademarks, logos, images, specifications, software, and other intellectual property displayed on the website may belong to their respective manufacturers, suppliers, licensors, or other third parties. Such intellectual property remains the property of its respective owners and is used by IT Galaxy only where authorised or as reasonably necessary to identify the products and services offered.

Nothing contained on this website shall be interpreted as granting any licence, ownership, or other right to use any intellectual property belonging to C TO Z SUPPLIES t/a IT Galaxy or any third party without prior written permission.

Where users submit comments, enquiries, reviews, suggestions, or other content through the website, they grant IT Galaxy a non-exclusive, royalty-free licence to use, reproduce, and communicate such content solely for the purposes of responding to enquiries, improving services, administering the website, or as otherwise permitted by applicable law. Personal information contained in such submissions will be processed in accordance with the IT Galaxy Privacy Policy.

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13. Website Availability

IT Galaxy endeavours to ensure that the website is available, functional, and accessible at all reasonable times. However, uninterrupted access to the website cannot be guaranteed.

From time to time, the website may be unavailable, interrupted, suspended, or restricted due to:

- Scheduled maintenance or system upgrades;
- Security enhancements or emergency maintenance;
- Technical faults or software failures;
- Internet, telecommunications, or hosting service interruptions;
- Cybersecurity incidents or malicious attacks;
- Power failures or utility disruptions; or
- Circumstances beyond the reasonable control of IT Galaxy.

While IT Galaxy takes reasonable measures to maintain the availability, integrity, and security of the website, the Company does not warrant that:

- The website will always be available or operate without interruption;
- The website will be free from errors, defects, or technical faults;
- Any information published on the website will always be current or complete; or
- The website will be free from viruses, malware, or other harmful components, although reasonable security measures are implemented to minimise such risks.

Users are responsible for ensuring that they have appropriate hardware, software, internet connectivity, and security measures, including up-to-date antivirus protection, when accessing the website.

To the fullest extent permitted by applicable law, IT Galaxy shall not be liable for any direct, indirect, incidental, consequential, or special loss, damage, or expense arising from the temporary unavailability, interruption, suspension, or reduced functionality of the website, except where such liability cannot lawfully be excluded.

Nothing in this section shall be interpreted as excluding or limiting any rights or remedies that cannot be excluded under applicable South African law.

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14. Limitation of Liability

To the fullest extent permitted by applicable South African law, C TO Z SUPPLIES t/a IT Galaxy shall not be liable for any direct, indirect, incidental, consequential, special, or punitive loss, damage, expense, or claim arising from or relating to:

- Access to or use of the IT Galaxy website;
- The inability to access or use the website;
- Errors, omissions, interruptions, or delays in website functionality;
- Inaccurate, incomplete, or outdated information published on the website;
- Website maintenance, technical failures, system interruptions, or service disruptions;
- Cybersecurity incidents, unauthorised access, or malicious software, despite reasonable security measures being implemented;
- Reliance on information obtained from the website; or
- Circumstances beyond the reasonable control of IT Galaxy.

IT Galaxy shall not be liable for any indirect or consequential loss, including but not limited to loss of profits, loss of revenue, loss of business opportunities, loss of anticipated savings, loss of goodwill, loss of data, or business interruption arising from the use of, or inability to use, the website or any products or services supplied, except where such liability cannot lawfully be excluded.

Customers remain responsible for verifying that products, services, technical recommendations, specifications, and compatibility are suitable for their intended requirements before placing an order or implementing any solution supplied by IT Galaxy.

Nothing contained on this website constitutes professional engineering, legal, financial, accounting, cybersecurity, or other professional advice. Information published on the website is provided for general information purposes only unless expressly stated otherwise.

Where products or services are supplied by third-party manufacturers, software vendors, licensors, distributors, courier companies, or service providers, IT Galaxy shall not be responsible for the performance, actions, omissions, warranties, or obligations of those third parties beyond the obligations imposed on IT Galaxy by applicable law.

Nothing contained in these Website Terms and Conditions excludes, restricts, or limits any rights, warranties, guarantees, obligations, or remedies that may not lawfully be excluded or limited under the Consumer Protection Act, 2008, the Electronic Communications and Transactions Act, 2002, the Protection of Personal Information Act, 2013, or any other applicable South African legislation.

Where any provision of this section is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect to the extent permitted by law.

15. Third-Party Links

The IT Galaxy website may contain links to third-party websites, services, software providers, manufacturers, distributors, business partners, social media platforms, or other external resources for the convenience and benefit of users.

These third-party websites are not owned, operated, or controlled by C TO Z SUPPLIES t/a IT Galaxy unless expressly stated otherwise.

The inclusion of any link to an external website does not constitute an endorsement, recommendation, approval, or guarantee of the products, services, information, opinions, security, or practices of that third party.

IT Galaxy does not accept responsibility or liability for:

- The availability, operation, or accessibility of third-party websites;
- The accuracy, completeness, or reliability of information published by third parties;
- The privacy, security, or data protection practices of third-party websites;
- The products or services offered by third parties; or
- Any loss or damage arising from the use of, or reliance upon, third-party websites or their content.

Users who choose to access third-party websites do so entirely at their own risk and are encouraged to review the applicable terms and conditions, privacy policies, and other legal notices of those websites before providing personal information or entering into any transaction.

Where third-party products or services are referenced on the IT Galaxy website, such references are provided for informational or commercial purposes only and remain subject to the terms, conditions, warranties, and policies of the relevant third-party provider.

Nothing contained in this section shall exclude or limit any liability that cannot lawfully be excluded under applicable South African legislation.

Where users leave the IT Galaxy website and access a third-party website, the collection and processing of personal information will be governed by the privacy policy of that third party and not by the IT Galaxy Privacy Policy.

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16. Privacy

C TO Z SUPPLIES t/a IT Galaxy recognises the importance of protecting personal information and is committed to processing personal information lawfully, fairly, transparently, and securely in accordance with the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA")** and other applicable South African legislation.

Any personal information collected through the IT Galaxy website will be processed only for legitimate business purposes, including the provision of products and services, responding to enquiries, processing quotations and orders, communicating with customers, complying with legal obligations, and improving our services.

The collection, use, storage, sharing, retention, and protection of personal information are governed by the **IT Galaxy Privacy Policy**, which forms part of these Website Terms and Conditions and is available on the IT Galaxy website.

By using this website and providing personal information, you acknowledge that you have read and understood the IT Galaxy Privacy Policy and consent to the processing of your personal information as described therein, where such consent is required by applicable law.

Where personal information is processed by third-party service providers on behalf of IT Galaxy, reasonable steps will be taken to ensure that such processing is carried out in accordance with applicable legal requirements and appropriate contractual obligations.

Nothing contained in these Website Terms and Conditions limits or excludes any rights or obligations relating to the processing of personal information under POPIA or any other applicable South African legislation.

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17. Governing Law

These Website Terms and Conditions shall be governed by and interpreted in accordance with the laws of the **Republic of South Africa**.

Any dispute, claim, or legal proceeding arising from or relating to the use of the IT Galaxy website, the purchase of products or services, or these Website Terms and Conditions shall be subject to the jurisdiction of the competent courts of the Republic of South Africa, unless otherwise required by applicable legislation.

Nothing contained in these Website Terms and Conditions shall be interpreted as limiting or excluding any rights or remedies available to consumers under applicable South African legislation, including but not limited to the:

- Consumer Protection Act, 2008 (Act No. 68 of 2008);
- Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002);
- Protection of Personal Information Act, 2013 (Act No. 4 of 2013);
- Promotion of Access to Information Act, 2000 (Act No. 2 of 2000); and
- Any other applicable legislation governing electronic commerce, consumer protection, or contractual relationships within the Republic of South Africa.

Where any provision of these Website Terms and Conditions is found by a court of competent jurisdiction to be unlawful, invalid, or unenforceable, that provision shall, to the extent necessary, be severed from the remaining Terms and Conditions, which shall continue in full force and effect.

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18. Amendments to these Terms and Conditions

C TO Z SUPPLIES t/a IT Galaxy reserves the right to amend, update, modify, or replace these Website Terms and Conditions from time to time in order to:

- Reflect changes in applicable legislation or regulatory requirements;
- Improve the operation, functionality, or security of the website;
- Introduce new products, services, or business processes;
- Respond to changes in technology or industry practices; or
- Ensure the continued effective operation and governance of the IT Galaxy website.

Any amendments will become effective upon publication of the updated Website Terms and Conditions on the IT Galaxy website, unless a later effective date is expressly stated.

Customers and website users are encouraged to review these Website Terms and Conditions periodically to remain informed of any changes.

The continued use of the IT Galaxy website after amended Website Terms and Conditions have been published constitutes acceptance of those amendments, to the extent permitted by applicable law.

Where amendments materially affect existing contractual rights or obligations, IT Galaxy will take reasonable steps, where appropriate and practicable, to bring such changes to the attention of affected customers.

The latest version of these Website Terms and Conditions will always be available on the IT Galaxy website and will supersede all previous versions from the effective date of publication.

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19. Severability

If any provision, clause, or part of these Website Terms and Conditions is found by a court or other competent authority to be unlawful, invalid, illegal, or unenforceable, that provision shall be severed only to the extent necessary to render it lawful, valid, or enforceable.

The remaining provisions of these Website Terms and Conditions shall remain valid, binding, and enforceable and shall continue in full force and effect.

Where any provision is found to be invalid or unenforceable, the Parties shall, where reasonably possible, interpret or replace that provision with one that most closely reflects the original intent and commercial purpose of the affected provision while remaining compliant with applicable South African legislation.

Nothing contained in this section shall affect the validity or enforceability of any other provision of these Website Terms and Conditions.

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20. Contact Information

If you have any questions regarding these Website Terms and Conditions, the IT Galaxy website, our products or services, or require further information, please contact us using the details below:

C TO Z SUPPLIES t/a IT Galaxy

Physical Address:
Friedenheim JT258
Nelspruit
1200, Mpumalanga

Telephone:
+27 (0) 83 946 3469

Email:
admin@itgalaxy.co.za

Website:
https://www.itgalaxy.co.za

Business Hours:

Monday to Friday: 8am – 5pm
Weekends and Public Holidays: Closed

Privacy and data protection enquiries should be directed to the Information Officer using the contact details published in the **IT Galaxy Privacy Policy** and **POPIA Manual**.

IT Galaxy endeavours to respond to enquiries within a reasonable period; however, response times may vary depending on the nature and complexity of the enquiry.
