

Card Machine Policies

Last updated: 14 September 2020

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Registered Number: 2013/203377/07

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Yoco Card Machine Policies

The following document details the card machine policies outlined by Yoco. These policies have been developed in terms of the Consumer Protection Act, 2008 (CPA) and the Electronic Communications and Transactions Act, 2002 ("ECT Act").

1. Refunds & Exchanges

Refunds

If you are not satisfied with your purchase, you may return it for a full refund within 30 days as part of the Yoco 30-day money back guarantee, as long as the following conditions are met:

- The card machine and all peripherals (cables, manuals, marketing material), with original packaging intact, are returned to Yoco no later than 30 days after the delivery was made to you. Please contact our Yoco support team on the following platforms to arrange the collection of your card machine:
 - Support Telephone Line: [087 550 9626](tel:0875509626) Monday to Saturday, 8am to 8pm
 - Alternatively, reach out to us on our live chat platform via the Yoco business portal, website or Yoco Point of Sale application or;
 - Email us on support@yoco.com, Monday to Sunday, 8am to 8pm and we will get back to you within 48 hours.
- The card machine, once inspected by Yoco, is deemed to be in working order, factory faults excluded.

Exchanges

Should you decide within 30 days of purchasing your Yoco card machine that an alternate Yoco card machine would be better suited to you, then an exchange will be accepted by Yoco, as long as the following conditions are met:

- The working card machine and all peripherals (cables, manuals, marketing material), with original packaging intact, are available for collection at the time of the new card machine being delivered.
- The difference in purchase price has been paid in full to - and received by Yoco.

Please contact our Yoco support team on the following platforms to arrange the exchange of your card machine:

- Support Telephone Line: [087 550 9626](tel:0875509626) Monday to Saturday, 8am to 8pm
- Alternatively, reach out to us on our live chat platform via the Yoco business portal, website or Yoco Point of Sale application or;

- Email us on support@yoco.com, Monday to Sunday, 8am to 8pm and we will get back to you within 48 hours.

2. Warranty

Yoco will replace or repair any Yoco card machine deemed to be defective by Yoco within:

- (i) 12 months for the Yoco Go & Yoco Neo machine; and
- (ii) 24 months for the Yoco Pro machine,

of the delivery first being effected, at no cost to you, as long as the following conditions are met:

- The defect is not a result of improper handling and misuse.
- The defective card machine is handed over to Yoco (or its 3rd party representative) at the time of the replacement card machine being delivered.
- The card machine does not present a system tampered error.

3. Rejection Upon Delivery

Goods not fit for intended purpose

You may inspect the goods upon delivery, and reject the delivery of said goods if they are deemed to be not fit for the purpose for which they were purchased. In the case that delivery is rejected, you will be refunded the purchase price in full.

The cost of returning the goods will be for the account of Yoco.

Damage in transit

Yoco will always ensure that the greatest care is taken during transit and delivery of the purchased items. If, however, you feel that the unit has been damaged in transit, please contact Yoco immediately informing us of the possible damage. (Photos of the unit as it arrives will assist us in improving the service of our delivery partners).

If it is ascertained that the card machine was indeed damaged in transit, Yoco will arrange for the delivery of a replacement card machine within 2 working days. The damaged card machine will be collected at the time of the second delivery.

4. Damages

If a card machine is damaged due to negligent/improper handling, it will only be replaced once you have paid the advertised retail price for a new card machine.

Yoco will not be responsible for covering the cost of a card machine that has been damaged by you or your customers.

Please always refer to the section [“Caring for your card reader”](#) in order to ensure that the card machine is handled correctly and does not get damaged.