

DPO Minimum Terms and Conditions (T & C's)

1. Detailed description of goods and/or services

SOS Children's Villages Namibia is a Non-Profit Welfare Organization in the NGO sector that offers childcare and child protection services as well as youth development and community empowerment programs.

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 5 working days and delivery confirmed by way of email notification.

3. Return and Refunds policy

Due to the nature of our organization where all donations and proceeds are pledged and utilised for our social programs and charitable initiatives - no refunds shall be made. In instances where donated amounts were erroneously made, a formal refund request should be directed to info@sos-namibia.org clearly stating the reason for the refund request. Refund requests shall be assessed and formally acknowledged within a period of 5 working days and processed within a period 30 days from the date of acknowledgement. All valid refunds processed will attract a 10% administration fee.

4. Customer Privacy policy

SOS Children's Villages Namibia shall take all reasonable steps to protect the personal information of users. For this clause, "personal information" shall be defined as detailed in the Namibia Access to Information Act No.8, 2022 (pending ratification). In addition to the South African Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: <http://www.lawsofsouthafrica.up.ac.za/index.php/current-legislation>.

5. Payment options accepted

Payment may be made via Visa and MasterCard, or by bank transfer into the SOS Children's Villages Namibia's bank account, the details of which will be provided on request.

6. Card acquiring and security

Card transactions will be acquired for SOS Children's Villages Namibia via DPO Pay who are the approved payment gateway for Namibian Acquiring Banks. DPO uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website.

7. Customer details separate from card details

Customer details will be stored by SOS Children's Villages Namibia separately from card details which are entered by the client on DPO's secure site.

8. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is Namibia. Transaction currency is Namibian Dollar (NAD).

9. Responsibility

SOS Children's Villages Namibia 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.

10. Country of domicile

This website is governed by the laws of Namibia. SOS Children's Villages Namibia 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 SOS Children's Villages Namibia, National Office 31 Heinitzburg street, Klein Windhoek, P.O Box 23134, Windhoek Namibia.

11. Variation

SOS Children's Villages Namibia may, in its sole discretion, change this agreement or any part thereof at any time without notice.

12. Company information

This website/app is run by SOS Children's Villages Namibia (Non-Profit Welfare Organization) based in Namibia trading as SOS Children's Villages Namibia and with registration number 21/2024/1594 and 9 Governors.

13. SOS Children's Villages Namibia contact details

Company Physical Address: National Office 31 Heinitzburg street, Klein Windhoek

Email: info@sos-namibia.org

Telephone: +264 61 222 547