



INNOVUS

TERMS OF USE

(Version effective as of _____)

Important Notice

- 1) Please read our terms of use carefully. Your use of this web site and any of the services offered on this web site will be subject to the then current version of our terms available on this web site at the time of your use. If you do not accept our terms of use, you may not access our web site or use any of the services available via our web site.**
- 2) Our terms contain specific provisions to limit our liability. These terms have been set out in capital letters. You should pay particular attention to these terms since they limit your ability to recover losses that you may incur in connection with your use of our web site.**
- 3) If you are not yet 18, you must obtain your parents' or legal guardians' advance authorisation, permission and consent to be bound by our terms of use prior to you accessing our web site, using any of the services on our web site or participating in any of the activities offered. If you are under 18 and fail to obtain such consent you may not access our web site, use the services or participate in the activities available via our web site.**
- 4) We may change our terms of use from time to time. Such changes will take effect as and when published. Therefore, you should keep up-to-date with their content and read these terms of use at all times prior to using this web site since the then current version of the terms will apply to your use.**

Should you have any questions regarding this site or these terms of use, please contact our Web Administrator at info@innovus.co.za.

Part A: General Information

- “We” are Innovus Technology Transfer (Pty) Ltd and “us” and “our” have a corresponding meaning herein.
- We are a juristic person established in accordance with the laws of the Republic of South Africa with registration number 1998/021073/07.
- Details of persons comprising the directorship of the company are available at www.innovus.co.za.
- Our postal address is PO Box 3135, Matieland, Stellenbosch, 7602.
- Our physical address is at 15 De Beer Street, Stellenbosch, 7600
- Our telephone and facsimile numbers are Tel: (021) 808 3826 and Fax: (021) 808-3913.
- Our email address is info@innovus.co.za.
- Our webmaster can be contacted at _____.

Part B: General Terms of Use

1. Definitions

In these terms of use:

- We, us and our means Innovus Technology Transfer (Pty) Ltd.
- You means the user of this website

2. Disclaimer

YOU ARE RESPONSIBLE FOR ASCERTAINING WHETHER OR NOT THE SERVICES AND PRODUCTS OFFERED ON THIS WEB SITE ARE SUITABLE FOR YOUR REQUIREMENTS. THE SERVICES AND PRODUCTS ARE PROVIDED TO YOU WITHOUT WARRANTY OF ANY KIND FROM US. RELIANCE ON AND USE OF OUR WEB SITE, CONTENT, ANY SERVICES AND INFORMATION PERTAINING TO SERVICES AND PRODUCTS DISPLAYED THEREON ARE THEREFORE AT YOUR OWN RISK AND SHOULD BE INDEPENDENTLY VERIFIED. IN NO EVENT WILL WE BE LIABLE FOR ANY INJURY, EXPENSE, LOSS OR DAMAGE OF ANY KIND IN CONTRACT, DELICT (INCLUDING NEGLIGENCE), STATUTE OR OTHERWISE ARISING IN CONNECTION WITH YOUR RELIANCE ON OR USE OF THIS SITE OR THE CONTENT OR SERVICES OR PRODUCTS PROVIDED, SAVE TO THE EXTENT THAT SUCH LIABILITY CANNOT BE EXCLUDED BY APPLICABLE LAW, AND YOU INDEMNIFY US AND OUR PERSONNEL AGAINST ANY AND ALL CLAIMS ARISING IN CONNECTION WITH SUCH RELIANCE OR USE.

3. General Conditions of Use for this Web Site

- 1) You may not access this site for any purpose other than for accessing the information and utilizing the information and services offered on it in the normal manner for personal non-commercial purposes. You may not access our site for the purposes of redistributing or otherwise using any of our content for your own business purposes unless you are expressly licensed thereto by us in writing.
- 2) You may not use your access to this site in a manner that would bring us, our business and/or any of our personnel into disrepute. Furthermore, you may not access this site for unlawful purposes or use it in a manner which infringes our rights or the rights of any other person or restricts or inhibits the use of or enjoyment of this site by any other person. In this regard, you must comply with the laws, regulations and codes of conduct applicable to your use of this site. You may not post or transfer any material to our web site that is unlawful or violates any third party's rights or which is obscene, incites harmful behaviour, misleading, inaccurate, defamatory, illegal, in breach of any copyright or other intellectual property right, constitutes unsolicited commercial communications, or is damaging to data, software or the performance of our or any other parties' computer system. We may remove any content you have submitted to this site and/or suspend your access to any part of this site at any time without notice.
- 3) We do not monitor, edit, control or filter the content submitted to this site by our users. Such content, including as may be found in blogs, forums, chat groups, comment sections and bulletin boards, do not represent our views and we have not authorized or endorsed such content. Such content should also not be viewed as professional advice of any kind, be it financial or otherwise. Please verify all content independently and notify our Web Administrator if you have a complaint about the activities of or content submitted by a user of this site.
- 4) We do not distribute or endorse any products, services or events posted, promoted and/or listed on our site other than the products and services we supply ourselves and our display of third party products, services or events should not be construed as any form of endorsement thereof. All arrangements regarding such products, services and events are to be made directly with the supplier thereof.
- 5) Notwithstanding that this site may contain links to third party web sites and that some third party web sites may contain links to this site we do not control, endorse or approve the activities or content of any such third party web sites. Please contact the relevant web site proprietor if you have a complaint about the activities or contents of a third party web site.
- 6) Proprietary rights (including without limitation, the trade marks, copyright and patent rights) in the components of this site belong to us and our licensors, including in the compilations, collective works and derivative works created incorporating the content of our users. The individual content you may submit will remain your property, but you grant us an irrevocable, perpetual, worldwide, transferable, sub-licensable and royalty-free license to use such content free from any restriction and on the basis as if we were the owners thereof, including by modifying, reproducing, compiling, publishing, publicly performing, distributing, broadcasting and promoting it.
- 7) The downloading and use of products, data or other materials contained on this web site is done at your sole discretion. You should independently verify the completeness and reliability of information provided on or via this site. Also be aware that viruses or code which may have a harmful effect on your computer system could be transmitted to you. You are responsible for implementing suitable protection mechanisms to prevent such harm from occurring.
- 8) We also reserve the right, without notice and in our sole and absolute discretion, to make changes to any parts of the site inclusive of changes to these terms of use including those relating to our ordering process. It is your responsibility to review our terms of use on each occasion prior to making use of this site and our ordering service. If you continue to use this site after our amended terms of use has been posted on the web site, it will constitute a deemed acceptance of such amended terms of use. We

specifically reserve the right at any time to change or discontinue without notice, any aspect and/or feature of this web site.

- 9) You may be required to choose a user name and/or a password when registering with us, accessing restricted areas on our site or using some of our services. You are responsible for keeping your login credentials secret. You accept that you will be personally liable for all activities conducted and transactions concluded using your login credentials. Please note that unauthorised access to any part of our web site, unauthorised modification of our content, and interference with the operation of our web site all constitute criminal offences.
- 10) You may provide and we may collect certain information about you and your use of our web site and services. We will collect, process, use and disclose such information strictly in accordance with our Client Information Processing Policy.
- 11) We have to protect our business and secure our systems. Consequently, you should note that we may monitor and keep records of any communication that you may send to or receive via our web site and we may use, publish and disclose such communications for any lawful purpose. This may include our filtering of incoming and outgoing electronic data messages to identify, limit and/or prevent the transmission of unlawful or otherwise undesirable material or content.
- 12) You are solely responsible for any and all costs that may apply to your access to and use of this web site and the services and products offered on it.
- 13) You may not subcontract, cede, delegate, transfer or assign any of your rights, obligations or duties arising in connection with your use of our web site to any other person without our prior written consent. We may cede, delegate, transfer and assign our rights, obligations and duties arising from such use to a person or entity of our choice.
- 14) These terms of use and the terms incorporated herein by reference and the relevant terms implied herein by applicable law constitute the entire agreement between you and us with respect to this site, the services and products offered here and any services and products acquired through this site. These terms of use shall override any contrary terms or conditions incorporated by you in your communications with us and any such conflicting terms or conditions will not form part of the agreement concluded between us. Hyperlinks, which are not operational, will not in any way detract from the validity and interpretation of the terms;

4. Complaints and Disputes

- 1) We aim to provide you with a quality service. If, however, you feel that you have cause to complain, you can submit your complaint via email to our Web Administrator. We will try to do our best to resolve any problems that arise. We require that provide us with the following as part of your complaint:
 - Your full names, physical address, telephone number and email address
 - The location and description of the service feature or transaction which is the cause of your complaint
 - The problem with the service or transaction or rights that you allege to be infringed by such feature or component
 - The actions you would like us to take to remedy the problem
 - A statement confirming that you are making the complaint in good faith
 - A statement confirming that the information you are providing to us is to the best of your knowledge true and correct
 - Please incorporate your signature into the complaint.
- 2) Use of this web site is subject to the laws of the Republic of South Africa, and the exclusive jurisdiction of the Western Cape High Court, Cape Town provided that if any South African Magistrate's Court has competent jurisdiction over your person to adjudicate on any dispute arising from or in connection with these terms of use, such Magistrate's Court will also have jurisdiction to adjudicate the dispute notwithstanding that the amount in dispute may exceed such court's jurisdiction. You agree to accept service of legal process at the addresses you may provide to us when you use or subscribe to our web site services.
- 3) Our failure to enforce any provision of this agreement strictly will not be construed as a waiver of any provision or right. In the event that a portion of this agreement is held unenforceable or invalid by any competent authority, the unenforceable portion will be construed in accordance with applicable law as nearly as possible to reflect the original intent thereof, and the remainder of the provisions will remain in force and effect to the fullest extent permitted by the law.

Part C: Ordering of Products

PLEASE NOTE THAT WE DO NOT SELL ANY OF THE PRODUCTS ADVERTISED ON THIS WEB SITE DIRECTLY. ALL PRODUCTS ARE ADVERTISED FOR AND ON BEHALF OF THE SUPPLIERS THEREOF AND WE ARE NOT AUTHORISED TO CONCLUDE ANY BINDING AGREEMENTS FOR THE SALE OF SUCH PRODUCTS. PRODUCT ORDERS ARE USUALLY SUBJECT TO THE SUPPLY TERMS OF THE RELEVANT SUPPLIER THEREOF (“SUPPLY TERMS”) AND SUCH SUPPLY TERMS MAY CONTAIN SPECIFIC PROVISIONS REGULATING PAYMENT FOR AND DELIVERY OF PRODUCTS AND TO LIMIT THE LIABILITY OF THE RELEVANT SUPPLIER.

1. Description and Pricing

- 1) We try to ensure that all products and applicable pricing that appear on this web site are displayed and described completely and accurately. Kindly notify us immediately if you become aware of any omissions or inaccuracies pertaining to such display and description. We may without prior notice change the products and pricing displayed on this web site.
- 2) Unless the contrary is expressly stated, all prices displayed on this web site should be deemed exclusive of applicable taxes and duties as well as any reasonable expenses, which, unless otherwise indicated, may be charged separately by the relevant supplier.

2. Ordering Process

- 1) We may advertise certain products for ordering via this web site. You may order such products from the relevant supplier by completing the order form provided and submitting same to us in the prescribed manner. We will try to forward your order to the relevant supplier for further action in a timely manner. Please note that specific Supply Terms may apply to orders for products advertised on this web site.
- 2) Upon receipt of your order, we will try to send an acknowledgement by electronic mail to the address specified in your order to confirm that your order has been received. Such acknowledgement will not constitute acceptance of your order and no binding contract will come into being as a result thereof. Only the supplier of the relevant products may accept your order and we cannot guarantee such acceptance will in fact occur.
- 3) Please note that while we will try to communicate in a timely manner with you with respect to the ordering of products advertised on our web site, we cannot guarantee that such communications will be received by you, nor that, if they are received by you, that they will be legible and uncorrupted.
- 4) If you are unsure as to whether we received your communications you should check with us. Only you may be aware of any problems that may have occurred during the communications process. It is your responsibility to ascertain if we received your communications.
- 5) The information you have submitted with your order will be provided to the relevant supplier for processing as you have provided it. If you realise that an error has been made or that you need to make a change to such information, you should contact us and the relevant supplier immediately. We will not be responsible for losses resulting from such error.
- 6) If any problems arise in respect of the handling of your orders please contact us by sending an e-mail to us at info@innovus.co.za or contact us telephonically at +27 (0)21 808 3826.

3. Payment and Delivery

Payment for and delivery of the products promoted on this web site is a matter to be arranged between you and the supplier of the relevant products in accordance with the relevant Supply Terms.