



## **\*\*Customer Service Payments Policy for Merry 2 Jane Online Store\*\***

Last Updated: [27 September 2023]

### **\*\*1. Payment Methods and Provider\*\***

Merry 2 Jane is dedicated to providing convenient and secure payment options for our customers. We have partnered with PayFast as our trusted payment service provider. This Payments Policy outlines the terms and conditions related to payments made through PayFast.

### **\*\*2. Accepted Payment Methods\*\***

Our online store accepts the following payment methods through PayFast:

**\*\*a. Credit and Debit Cards:\*\*** We accept major credit and debit cards, including Visa and MasterCard.

**\*\*b. Instant EFT (Electronic Funds Transfer):\*\*** You can make payments directly from your bank account using Instant EFT.

**\*\*c. Digital Wallets:\*\*** PayFast also supports various digital wallets and payment platforms for your convenience.

### **\*\*3. Payment Security\*\***

We take the security of your payment information seriously. PayFast employs industry-standard security measures to ensure the confidentiality and integrity of your financial details. All payment transactions are encrypted and processed securely.

### **\*\*4. Billing Information\*\***

Please ensure that your billing information, including your name, address, and contact details, is accurate and up-to-date during the checkout process. Any discrepancies or inaccuracies may lead to payment issues.

### **\*\*5. Payment Confirmation\*\***

After completing your payment through PayFast, you will receive a payment confirmation email. This email will serve as proof of your payment. Please retain it for your records and reference.

### **\*\*6. Currency\*\***

All prices on our website are listed in the currency specified for your location. PayFast will handle the currency conversion if necessary, ensuring a seamless payment experience.

### **\*\*7. Payment Issues and Disputes\*\***

If you encounter any issues or discrepancies with your payment, please contact our customer service team immediately. We are here to assist you in resolving any payment-related concerns.

### **\*\*8. Payment Provider Terms\*\***



When making payments through PayFast, you are also subject to PayFast's terms and conditions. It is essential to review and understand PayFast's policies and terms, which can be found on their website.

**\*\*9. Refunds and Returns\*\***

For information regarding refunds and returns related to payments made through PayFast, please refer to our Customer Service Returns Policy, available on our website.

**\*\*10. Contact Us\*\***

If you have questions, concerns, or need assistance with payments made through PayFast, please contact our customer service team using the contact information provided on our website.

**\*\*11. Changes to this Policy\*\***

We may update this Customer Service Payments Policy as needed to reflect changes in our payment processes or for legal compliance. Any updates will be reflected with the revised date at the top of the policy.

By continuing to use our website and make payments through PayFast after any changes to this policy, you agree to the updated terms and conditions.