



**Zomerlust
Systems
Design**

(CK1997/001363/23) trading as ZSD

Unit D11,
Clareview Business Park
236 Lansdowne Rd

P.O. Box 46827
Glosderry, 7702
South Africa

info@zsd.co.za
http://www.zsd.co.za

+27-21-683-1388
+27-21-674-1106

ZSD Payment Options

ZSD offers the following payment options. Not all options are available for payment of every service offered by ZSD and different charges may be associated with the same service, depending on the payment option selected by the customer. See the Service Specification Sheets for details. Normally all services provided by ZSD will be payable via the same payment option, unless alternatives are negotiated for specific services.

1 Payment annually, half yearly or quarterly, In Advance.

- 1.1 Fees may be advertised for payment terms of advance payments on a quarterly, half yearly and/or annual basis.
- 1.2 Not all options are available for all services.
- 1.3 Payment is due before the service commences.
- 1.4 Renewal payment for extension of the service for an additional term must be made 15 days before the end of the current service period to ensure continuity of service.
- 1.5 If a service is cancelled prior to the end of the pre-paid term, a refund will be paid to the client with respect to the amount paid for services past the date on which the cancellation becomes effective. The amount payable will be calculated on the basis of half yearly, quarterly, monthly and/or pro-rata monthly charges to add up to the period that the service was supplied, up until the cancellation date.
- 1.6 Cancellation will otherwise be subject to respective clauses in ZSD's Standard Terms and Conditions.
- 1.7 Annual, half yearly or quarterly fees may also be paid by debit order, if requested.

2 Payment by Debit Order

- 2.1 Debit orders deductions will be scheduled at the beginning of each month for that month's service.
- 2.2 If a debit order is returned unpaid:
 - 2.2.1 In order for the client to ensure continued service, a payment must be received by ZSD within 7 days of the date the debit order was returned as un-paid. The amount of the payment must cover the amount of the failed debit order, plus fees for the following month for all services provided by ZSD to the client and paid for by debit order.
 - 2.2.2 ZSD may, at their own discretion, elect to change the payment terms to "Monthly Invoice". If separate fees are advised for these payment methods, prices will be increased accordingly.
 - 2.2.3 If requested by ZSD or ZSD's bankers, a new debit order instruction must be re-submitted to ZSD.
- 2.3 If there is an outstanding balance on the customer's account at the time ZSD processes the next months debit order run, normally after the 15th of the month, ZSD will debit the outstanding amount, plus the following month's fees, up to an amount not exceeding double the normal monthly amount payable by the customer.
- 2.4 Ad-hoc once off charges and annual charges, like domain name renewals, will be invoiced to the client's account and deducted from the clients debit order, but the total deduction will

limited to twice the clients nominal monthly debit.

- 2.5 If the client has contracts for some services from ZSD for payment for via debit order, and additional services for payment by other means, such as Monthly on Invoice, ZSD will keep separate statements of account for services payable by debit order and services payable by other payment methods. In this case ad-hoc charges will be added to the account payable via means other than debit order.
- 2.6 The client can cancel a debit order instruction at any time. However it must be cancelled by the 15th day of the month in order to avoid debits from being processed for the following month. The payment terms will be changed to Monthly on Invoice and the service will be subject to the associated conditions.

3 Payment Monthly on Invoice

- 3.1 ZSD will only accept payment Monthly on Invoice from clients who have established and maintain an appropriate creditworthiness with ZSD.
- 3.2 ZSD will not normally accept payment Monthly on Invoice, from clients who's monthly turnover with ZSD does not meet a minimum laid down by ZSD. Clients who cancel services to the extent that their monthly turnover no longer meets the minimum, may be requested to change to payment by Debit Order, or Payment annual, half yearly or quarterly in Advance terms.
- 3.3 ZSD will issue invoices on or after the 15^h of the month for the following months service.
- 3.4 Payment of invoices is due, by the first day of the following month.

4 Payment Terms for Ad Hoc and Once off Charges

- 4.1 ZSD may invoice the client from time to time for once off or ad hoc charges. These are payable as follows:
 - 4.1.1 Invoices for the supply of hardware and/or software licences are payable on presentation. At ZSD's discretion, goods may not be released until payment is received.
 - 4.1.2 Fees for software installation and configuration and for domain registrations are payable within 5 (five) working days from the date of ZSD's invoice. However, subject to ZSD's discretion, payment may be requested in advance of completing the requested work.

Payment may be made by debit order, electronic fund transfer, check deposit, or cash deposit into ZSD's bank account. If a client makes cash payments, which exceed R1000 in a calendar month, ZSD reserves the right to recover bank charges relating to the handling of cash, from the client.