

## **About Us**

Go Life International Limited is a healthcare company listed on the Stock Exchange of Mauritius and more recently on the AltX of the JSE.

Go Life International offers a wide range of health supporting products among which supplementary medicine. Our ranges of proven alternative reliefs are made available online to reach any connected consumer in Africa. Although our medicines are absolutely safe and tested to be such, it is of crucial importance that label instructions are adhered to at all times.

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## **Our Rights**

We reserve the right to:

1. Modify or withdraw, temporarily or permanently, the Website (or any part of) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Website; and/or
2. Change these Conditions from time to time and your continued use of the Website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using the Website.
3. We will use our reasonable endeavours to maintain the Website. The Website is subject to change from time to time. You will not be eligible for any compensation because you cannot use any part of the Website or because of a failure, suspension or withdrawal of all or part of the Website due to circumstances beyond our control.

## **Privacy Policy**

We are committed to protecting your privacy. This privacy policy applies to all the web pages related to this website.

All the information gathered in the online forms on the website is used to personally identify users that subscribe to this service. The information will not be used for anything other than which is stated in the Terms & Conditions of use for this service. None of the information will be sold or made available to anyone.

The Site may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Site; the pages that you access while at the Site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the Site, analyse trends and administer the Site.

We may need to change this policy from time to time in order to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone. Please refer back to this policy regularly. If you have any questions or concerns about our privacy policy, please send us an email at [marketing@golife.co.za](mailto:marketing@golife.co.za).

By using this website, you signify your acceptance of our Privacy Policy. If you do not agree to this policy, please do not use our site. Your continued use of the website following the posting of changes to these terms will mean that you accept those changes.

## **Cookie / Tracking Technology**

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

## **Third Party Links**

In an attempt to provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

## **Product availability**

Lead time is dependent on stock availability. Should we have stock available, orders will be dispatched the same day provided payment is validated / received before 14:00 hours.

Should the product not be in stock, please allow 10 working days plus freight transit time. This will allow for manufacturing and delivery to our warehouse.

Every effort is made to effect shipment of your order timeously however unforeseen circumstances may cause delays. Should we be faced with such an occurrence, Go Life Healthcare will contact you via email and provide a revised shipping schedule.

## **Delivery Policy**

When you click to make a purchase with us, legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any purchase through this site unless you understand and agree all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries, please contact us before making any purchase through this website.

## Shipping

SA counter to counter – Please ensure the correct shipping address is provided from the outset as title and risk will pass to you once the order has left our premises. In cases where counter to counter service is not applicable, the consumer will be notified of alternative arrangements.

### Undeliverable packages

Occasionally packages are returned to us undelivered. Should this event take place every attempt will be made to contact you to make arrangements for re-shipment.

### Order processing

Order processing will not begin until we received a confirmed order and full payment.

### **Refunds / Returns Policy**

Should you for any reason wish to cancel your purchase you will be liable for a 15% handling fee. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. The goods must be returned to us undamaged in the original packaging within 14 calendar days.

**NOTE:** Go Life Healthcare recommends that you use Speed Service Couriers (South African Postal Services) for all returns as it offers shipment tracking through a 24 hours customer helpline. Should you choose to use a carrier that does not offer a tracking facility and the goods are lost the no refund or return will be considered.

International customers should make use of a courier that offers:

1. Shipment tracking.
2. Insure your package for safe return and declare the full value of the shipment failing which loss or damage will be for your account.

### **Disclosure of outlet country at time of payment**

South Africa  
ABSA Bank



### **Payment Options and Pricing**

All transactions will be processed in South African Rands (ZAR).

Go Life Healthcare endeavours to offer you competitive prices on current products; you're total order price will include the price of the purchase plus any applicable sales tax and shipping charges (on the day of shipping).

Go Life Healthcare reserves the right to change pricing at any time without prior notice.

Should Go Life Healthcare reduce its price on any shipped products within 10 working days of shipment, you may contact us and request a refund of the difference between the price you were charged and the reduced selling price. To receive the refund you must contact us within 14 days of shipment.

## Credit Card



We accept MasterCard and Visa credit cards. If you do not have a credit card, please utilize one of the other payment options, or simply log off and return to the site at a later time to complete your order. All of your order details will be saved online under in the Your Account section available for use whenever you are ready. Sorry for the inconvenience.

## EFT (Electronic Fund Transfer)



One of the most widely used ways of sending money online. Once you have added enough items to your shopping cart proceed to "Checkout" and follow the order processing instructions. Select the option to pay via EFT. You will then have to load Go Life Healthcare as a beneficiary on your internet banking and use the unique order number in the reference line for your payment. This should ensure speedy processing and delivery of your selected products.

### Banking Details:

Bank: Absa Bank  
Branch No: 632005  
Account Name: Go Life Health Products Limited  
Account Number: 4072025917  
Account Type: Cheque

## Direct Deposit



You may pay for your products through a direct deposit. It's exactly the same as doing an EFT payment, except you'll have to go into your bank and physically make your direct deposit there. Please email through your deposit slip to us on [order@golife.co.za](mailto:order@golife.co.za) to ensure your payment is confirmed and order shipped as quickly as possible.

### Banking Details:

Bank: Absa Bank  
Branch No: 632005  
Account Name: Go Life Health Products Limited  
Account Number: 4072025917  
Account Type: Cheque

**For more information about how to order, special order requirements and other payment options, please contact our support team at [order@golife.co.za](mailto:order@golife.co.za)**

## Security Policy

1. Virtual Card Services process all credit card transactions. All credit card transactions are 128 bit Secure Socket Layers (SSL) encrypted. The company registration documents and the site's registered domain name are checked and verified by Thawte, ensuring the cardholder and merchant that nobody can impersonate VCS to obtain confidential information.
2. Virtual Card Services is committed to providing secure online services. All encryption complies with International standards. Encryption is used to protect the transmission of

personal information when completing online transactions. Virtual Card Services Internet servers are protected by firewalls and intrusion detection systems.

3. The Merchant does not have access to credit details.
4. Virtual Card Services continually reviews and enhances its security in line with technological changes.

## **Monitoring**

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warning, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

## **Law**

The Conditions will be exclusively governed by and construed in accordance with the laws of South Africa whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdiction.

## **Updating of these Terms and Conditions**

We reserve the right to change, modify, add or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

## **Consent**

I understand that all the designs and trademarks are registered to Go Life Healthcare and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in anyway and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by Go Life Healthcare for any civil action or any legal action deemed necessary against me.

## **Contact Details**

Physical Address: 10 & 10B Woodmill Lane, Knysna, 6571

Postal Address: P.O. Box 3180, Knysna, 6571

Email Address: [order@golife.co.za](mailto:order@golife.co.za)

Phone Numbers: 087 057 7722