

Welcome to the website of **U14 Security (Pty) Ltd** ("the Company", "we", "us", or "our"). By accessing and using this website, you agree to be bound by these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not use this website.

1. Purpose of the Website

This website is provided for informational purposes only and to allow prospective clients to enquire about the Company's security services.

No security services are sold, contracted, booked, or paid for through this website. Any services provided by the Company will be subject to separate written quotations, agreements, and terms.

2. Website Content

While we strive to ensure that all information on this website is accurate and up to date, we make no warranties or representations regarding the completeness, accuracy, reliability, or suitability of any information contained on the website.

The Company reserves the right to modify, update, or remove website content at any time without notice.

3. Intellectual Property

All content on this website, including text, graphics, logos, images, designs, and trademarks, is the property of the Company or its licensors and is protected by applicable intellectual property laws.

No content may be copied, reproduced, distributed, or used without prior written consent from the Company.

4. Contact Form and Enquiries

By submitting an enquiry through the Contact Us form, you:

- Confirm that the information provided is accurate and complete.
- Consent to being contacted by the Company regarding your enquiry.
- Acknowledge that submitting an enquiry does not create a contractual relationship between you and the Company.

The Company reserves the right to decline any enquiry at its discretion.

5. Privacy

Personal information submitted through this website will be processed in accordance with our Privacy Notice and applicable South African data protection legislation, including the Protection of Personal Information Act, 2013 (POPIA).

6. External Links

This website may contain links to third-party websites for convenience only. The Company has no control over and accepts no responsibility for the content, privacy practices, or availability of such websites.

7. Limitation of Liability

To the fullest extent permitted by law, the Company shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from:

- The use of or inability to use this website;
- Reliance on information contained on the website;
- Website interruptions, errors, viruses, or technical failures.

Users access and use this website at their own risk.

8. Cancellation Policy

As no services are sold or contracted through this website, no cancellations can be processed through the website.

Should a client wish to cancel a service that has been contracted directly with the Company, such cancellation must be submitted in writing and will be subject to the terms and conditions contained in the relevant service agreement or quotation.

Cancellation requests may be submitted to:

Email: info@conservationsecurity.co.za

Telephone: 079 585 2013

9. Complaints Procedure

The Company is committed to providing professional security services and values customer feedback.

Any complaints regarding the website or services may be submitted as follows:

Step 1: Submit your complaint in writing to:

Email: info@conservationsecurity.co.za

Please provide:

- Your full name
- Contact details
- Description of the complaint
- Relevant dates and supporting information

Step 2: Acknowledgement

The Company will acknowledge receipt of the complaint within **five (5) business days**.

Step 3: Investigation

The complaint will be investigated by the appropriate manager or designated representative.

Step 4: Resolution

The Company will endeavour to provide a response or proposed resolution within **fourteen (14) business days**, where reasonably possible.

If further investigation is required, the complainant will be informed accordingly.

10. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Any disputes arising from the use of this website shall be subject to the jurisdiction of the South African courts.

11. Changes to These Terms

The Company reserves the right to amend these Terms and Conditions at any time. Updated versions will be published on this website and become effective upon publication.

12. Contact Information

U14 Security (Pty) Ltd

Physical Address: 12 Northcliff Avenue, Walmer, Gqeberha

Telephone: 079 585 2013

Email: info@conservationsecurity.co.za