



Terms and conditions

Customer Service

Panavision Evolve is AV integrations company, we are in the business of selling electronics, software, and all related automation products.

Stock Availability

Panavision Evolve is an online store as well as an AV integration company. We do store the products we offer online. We are unable to stock all items as there is diverse range we offer on our website; we do rely on our suppliers to stock these items on hand.

Managing stock is easy but our suppliers do deal with other clients, this makes it difficult to give totally accurate accounts of their stock on hand. When they hand us their stock lists, we adjust our stock accordingly but do note that the stock lists they send on any day may not be the same on the next day as purchases are always being made. We do our best to keep as updated as possible so do bear with us if, and when you purchase an item and we find out that our stock reserve has been recently depleted. We know it is an inconvenience, but we try our best to avoid these situations.

If you have made a purchase and the colour or item is not available, we will contact you immediately to refund you in full as soon as the money reflects on our side.

Delivery Policy

Subject to availability and receipt of payment, requests will be processed within 1 day and delivery confirmed by way of booking number. If delivery is made and you are not available at the address and/or your phone number is not working - resulting in the shipment been returned to Panavision Evolve, the customer will be liable for shipping costs due to non-delivery.

Return and Refunds Policy

The provision of goods and services by Panavision Evolve is subject to availability. In cases of unavailability, Panavision Evolve will refund the client in full within 5 days. Cancellation of online orders by the customer will result in an administration fee.

When an order has been placed 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.

Please ensure when purchases are being made on our website that you have understood and agree to 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. Free shipping will not apply.





Customer Privacy Policy

Panavision Evolve shall take all reasonable steps to protect the personal information of users. For this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.dhs.gov.za/Content/PAIA/paia_manual.htm

Merchant Outlet Country and Transaction Currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is ZAR (South African Rand).

Responsibility

Panavision Evolve takes responsibility for all aspects relating to the transaction including sale of goods and services sold on our website, customer services and support, dispute resolution and delivery of goods.

Country of Domicile

Our website is governed by the laws of South Africa and Panavision Evolve chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

Variation

Panavision Evolve may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company Information

Our website is run by Panavision Evolve(Pty)Ltd based in South Africa, registration number 2004/027989/07.

Export Restriction

Our online purchasing is available to South African clients only unless otherwise arranged.

Panavision Evolve Contact Details:

Telephonic Support: +27 262 3390

Email support: support@panavision.co.za

