

GAS Benoni Website Policies & Compliance Pack

Combined merchant, customer, privacy and security documents prepared for website and payment compliance.

Merchant	GAS Benoni
Website	https://gasbenoni.co.za/
Country of domicile	South Africa
Effective date	28 September 2026

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Note

This combined document consolidates the individual website policy documents supplied for GAS Benoni. The individual policies remain separately identifiable by their headings within the pack.

Merchant and Customer Service Details

Contact information for the GAS Benoni online store.

Effective date	28 September 2026
Merchant	GAS Benoni

Merchant and customer service details

Merchant trading name	GAS Benoni
Website	https://gasbenoni.co.za/
Customer service telephone	+27 63 649 9017
Customer service email	info@gasbenoni.co.za
Physical address	557 Pretoria Rd, Fairleads, Benoni, South Africa, 1512
Country	South Africa

Customer service

Customers may use the telephone number or email address above for order enquiries, product enquiries, delivery questions, installation requests, complaints, refunds and other after-sales support.

GAS Benoni also provides in-person service from its Benoni premises and may offer WhatsApp contact through the website.

Website Terms and Conditions

Terms for the GAS Benoni online store, including a description of goods and services.

Effective date	28 September 2026
Merchant	GAS Benoni

1. Scope

These terms apply to use of the GAS Benoni website and to orders for goods or services placed through the website. By placing an order, the customer agrees to these terms, subject to any rights that cannot lawfully be excluded.

2. Goods and services offered

GAS Benoni supplies LP Gas related goods and services for domestic and commercial customers. The website currently advertises LP Gas cylinder exchange/refill services, gas cylinders, gas appliances and accessories, gas geysers, gas hobs and stoves, boiling tables, and professional LP Gas installation, repair and compliance support.

Installation work may include gas stoves, hobs, geysers, fireplaces and commercial gas systems. The scope, site conditions, parts, labour, compliance requirements and final price for installation work may be confirmed by quotation or assessment.

3. Orders and acceptance

An online order is a request to purchase. GAS Benoni may contact the customer to confirm stock, delivery details, exchange-cylinder requirements, installation requirements or other information needed to fulfil the order. An order may be declined or cancelled where fulfilment is not reasonably possible, in which case any amount already paid for the unfulfilled item or service will be handled in accordance with applicable law and the refund policy.

4. Pricing

Prices are quoted in South African Rand (ZAR). Delivery, installation or other charges may apply and should be disclosed before the customer confirms the transaction. Pricing errors may be corrected, subject to applicable consumer law.

5. LP Gas cylinder exchange

A cylinder exchange service generally requires the customer to provide a suitable empty cylinder for exchange. Customers must follow any safety, cylinder-condition and delivery requirements communicated by GAS Benoni. LP Gas is a hazardous product and must be handled, transported, stored and used safely.

6. Delivery and collection

Delivery and collection options are confirmed during checkout or directly with GAS Benoni. Delivery availability, timing and charges may depend on the customer's location, order type and legal or safety requirements applicable to the transport of LP Gas.

7. Installations and compliance

Gas installation work is performed subject to site conditions and applicable safety and compliance requirements. Where a Certificate of Compliance is applicable, it will be dealt with as part of the installation service in accordance with the agreed scope and applicable requirements.

8. Product information and availability

GAS Benoni aims to display accurate descriptions, images, prices and stock information. Product appearance or packaging may differ from images. Availability may change before an order is fulfilled.

9. Returns, refunds and cancellations

Returns, refunds and cancellations are governed by the separate Returns, Refunds and Cancellations Policy and by rights available under South African law.

10. Customer responsibilities

- Provide accurate contact, delivery and billing information.
- Use LP Gas products and appliances in accordance with manufacturer instructions and applicable safety requirements.
- Do not tamper with gas cylinders, valves, regulators or installations.
- Arrange qualified assistance where installation or compliance work is required.

11. Privacy and security

Personal information is handled in accordance with the Customer Data Privacy Policy. Reasonable measures are used to protect information and website transactions as described in the Website and Payment Security Policy.

12. Applicable law

These terms are governed by the laws of the Republic of South Africa. Nothing in these terms is intended to limit rights that a customer has under applicable consumer, electronic transactions or data protection law.

13. Contact

Questions about these terms may be directed to info@gasbenoni.co.za or +27 63 649 9017.

Payment Types and Options

Accepted payment methods for the GAS Benoni online store.

Effective date	28 September 2026
Merchant	GAS Benoni

1. Payment currency

All payments for GAS Benoni online orders are denominated in South African Rand (ZAR).

2. Accepted payment methods

GAS Benoni accepts the following payment methods for online store transactions:

- Direct Deposit
- Electronic Funds Transfer (EFT)
- SnapScan

3. Direct Deposit and EFT

Customers choosing Direct Deposit or EFT must use the banking details supplied by GAS Benoni and should use the order number or other reference supplied for the transaction. Orders paid by Direct Deposit or EFT may only be processed once the payment has been received and verified.

4. SnapScan

Customers choosing SnapScan must complete payment using the SnapScan payment option or instructions presented for the transaction. The order will be treated as paid once the payment has been successfully confirmed.

5. Payment authorisation

An order is not treated as paid until the relevant payment has been successfully received or confirmed. A failed, reversed, rejected or incomplete payment may delay or prevent fulfilment.

6. Payment security

Customers should only make payment using the official payment instructions or payment interface supplied by GAS Benoni. Customers should not send card numbers, CVV numbers, online banking passwords, PINs or one-time passwords by email, ordinary messaging or contact forms.

7. Proof of payment

Where proof of payment is required, GAS Benoni may verify that funds have cleared before goods are released, delivered, collected or installation services are performed.

Returns, Refunds and Cancellations Policy

Customer returns and refunds for goods and services purchased from GAS Benoni.

Effective date	28 September 2026
Merchant	GAS Benoni

1. Purpose

This policy explains how GAS Benoni handles cancellations, returns, exchanges and refunds for online purchases. It must be read together with any non-excludable rights available to customers under South African law.

2. Cancellations before fulfilment

A customer should contact GAS Benoni as soon as possible if an order must be cancelled. If an order has not yet been dispatched, delivered, collected, installed or specially procured, GAS Benoni will assess whether it can be cancelled and whether any reasonable costs have already been incurred.

3. Incorrect, damaged or defective goods

If goods are supplied incorrectly, arrive damaged, or appear defective, the customer should contact GAS Benoni promptly with the order details and a description of the problem. GAS Benoni will assess the item and apply the remedy required by applicable law, which may include repair, replacement or refund where appropriate.

4. Change-of-mind returns

For non-defective goods, return eligibility may depend on the nature of the product, its condition, whether it has been used or installed, whether it remains in original saleable condition, and whether the return can be accepted safely and lawfully. Customers should obtain return approval before sending or bringing goods back.

5. LP Gas and cylinder exchange transactions

LP Gas is a hazardous product. For safety and regulatory reasons, GAS Benoni may need to inspect a cylinder or gas-related item before accepting a return or exchange. Gas that has been delivered, transferred, consumed or otherwise cannot safely be returned may not be suitable for a change-of-mind return. This does not remove statutory remedies for goods or services that are defective, unsafe, incorrectly supplied or otherwise subject to a legal remedy.

6. Installed or special-order goods

Goods that have been installed, specially ordered, altered or used may require inspection before a return can be approved. Installation-service concerns should be reported promptly so that GAS Benoni can assess the work and determine an appropriate remedy.

7. Refund method and timing

Approved refunds will ordinarily be made to the original payment method where reasonably possible, or by another method agreed with the customer. Processing time may depend on the payment provider or banking system.

8. Return costs

Responsibility for collection, delivery or return transport costs will depend on the reason for the return and applicable law. Where GAS Benoni supplied the wrong item or a legally recognised defect is confirmed, the customer's statutory rights will apply.

9. How to request a return or refund

- Email: info@gasbenoni.co.za
- Telephone: +27 63 649 9017
- Provide the order number, customer name, item or service, reason for the request and supporting photos where relevant.

Export Restrictions and Delivery Territory

Export and territory statement for GAS Benoni.

Effective date	28 September 2026
Merchant	GAS Benoni

1. Sales territory

GAS Benoni is a South African merchant based in Benoni, Gauteng. The website is primarily directed at customers in South Africa, with delivery and service availability subject to the merchant's operating area, product type and applicable transport requirements.

2. Export restrictions

GAS Benoni does not represent on its website that LP Gas cylinders, filled gas products or other hazardous-goods orders are available for international export.

LP Gas and certain gas-related products are subject to transport, safety, carrier and regulatory requirements. An order requiring cross-border transport or export will not be accepted unless GAS Benoni expressly confirms in writing that the transaction can be lawfully and safely fulfilled.

3. Customer responsibility

Where GAS Benoni expressly agrees to a cross-border transaction for a non-hazardous product, the customer may be responsible for destination-country import requirements, duties, taxes, permits or restrictions unless otherwise agreed in writing.

4. No automatic international shipping

The availability of a product on the website does not by itself mean that the product is available for international shipping or export.

Merchant Domicile Statement

Country of merchant domicile for website and payment compliance.

Effective date	28 September 2026
Merchant	GAS Benoni

Merchant domicile

For purposes of online transactions and merchant website disclosures, GAS Benoni is domiciled in the Republic of South Africa.

Physical business address

557 Pretoria Rd, Fairleads, Benoni, South Africa, 1512

Governing jurisdiction

Online transactions are subject to applicable South African law. Any contractual jurisdiction clause is subject to rights and forums that may be available to customers under applicable law.

Customer contact

Telephone: +27 63 649 9017

Email: info@gasbenoni.co.za

Website: <https://gasbenoni.co.za/>

Customer Data Privacy Policy

Privacy statement for customers using the GAS Benoni website and online store.

Effective date	28 September 2026
Merchant	GAS Benoni

1. Purpose

GAS Benoni respects customer privacy and processes personal information for legitimate business purposes connected with enquiries, orders, deliveries, installations, customer service, legal compliance and website operation.

2. Information that may be collected

- Name and contact details, including telephone number and email address.
- Billing, delivery or installation address.
- Order, product, service and transaction information.
- Communications sent through website forms, email, telephone or messaging channels.
- Technical information generated when a customer uses the website, such as device, browser, log or cookie information where applicable.
- Information reasonably required to provide an installation, delivery, quotation or after-sales service.

3. Purposes of processing

- Responding to enquiries and preparing quotations.
- Processing and fulfilling orders, deliveries, collections and installations.
- Providing customer support, warranty support and after-sales service.
- Maintaining transaction and business records.
- Protecting customers, the website and the business against fraud, misuse or security incidents.
- Meeting legal, tax, accounting, safety and regulatory obligations.
- Sending marketing communications where permitted and subject to applicable consent or opt-out requirements.

4. Sharing of information

Personal information may be shared with service providers where reasonably necessary to operate the website, process a payment, deliver an order, provide technical or professional services, or comply with law. GAS Benoni should require service providers to handle information appropriately and only for authorised purposes.

5. Payment information

Payment information should be entered only through the payment process provided for the transaction. GAS Benoni does not request customers to send card PINs, CVV numbers or online-banking passwords by email, contact form or ordinary messaging.

6. Retention

Personal information is retained only for as long as reasonably required for the purpose for which it was collected, for legitimate business requirements, or to satisfy legal and regulatory obligations.

7. Security

GAS Benoni applies reasonable organisational and technical safeguards appropriate to the information and the nature of its online activities. No internet transmission or storage system can be guaranteed to be completely secure.

8. Customer rights

Subject to applicable law, a customer may request access to personal information held about them, ask for inaccurate information to be corrected, object to certain processing, or raise a privacy complaint.

9. Cookies and website technologies

The website may use cookies or similar technologies required for core website functions, shopping-cart operation, security, analytics or user preferences. Browser settings can be used to control some cookies, although disabling essential cookies may affect website functionality.

10. Contact for privacy matters

Privacy enquiries may be sent to info@gasbenoni.co.za or raised by telephone at +27 63 649 9017.

11. South African privacy law

This policy is intended to support compliance with the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable South African law.

Website and Payment Security Policy

Security statement for the GAS Benoni website and online transactions.

Effective date	28 September 2026
Merchant	GAS Benoni

1. Purpose

This policy summarises the security practices and customer-safety principles applicable to the GAS Benoni website and online transactions.

2. Secure use of the website

Customers should access the GAS Benoni website using its official web address and should check that their browser shows a secure HTTPS connection before entering personal or payment information.

3. Payment safety

Customers should enter payment information only into the checkout or payment interface provided for the transaction. GAS Benoni will not ask a customer to disclose a card PIN, CVV number or online-banking password by email, contact form or ordinary messaging.

4. Data access and handling

Access to customer information should be limited to people and service providers who require it for legitimate business purposes such as order processing, delivery, installation, customer support, accounting, website administration or security.

5. Technical and organisational safeguards

- Use HTTPS/TLS for website traffic and keep website software and components updated.
- Use strong, unique administrator credentials and restrict privileged access.
- Maintain appropriate backups and recovery procedures.
- Use reputable hosting, email and payment service providers.
- Monitor and respond to suspicious activity, unauthorised access or website compromise.
- Avoid storing sensitive payment authentication data unless specifically required and lawfully secured.

6. Incident response

If a security incident affecting customer information is suspected, GAS Benoni should investigate promptly, contain the incident, preserve relevant records, take corrective action and make any notifications required by applicable law.

7. Customer responsibilities

- Keep personal devices, browsers and email accounts secure.
- Do not share one-time passwords, card PINs, CVV numbers or online-banking passwords.
- Verify unusual payment instructions directly with GAS Benoni using the contact details published on the official website.

- Report suspicious website or payment activity promptly.

8. Contact

Security concerns may be reported to info@gasbenoni.co.za or +27 63 649 9017.

10 - POPIA Privacy Notice

Notice regarding the processing of personal information in terms of the Protection of Personal Information Act 4 of 2013 (POPIA).

1. Responsible party

GAS Benoni processes personal information relating to customers, prospective customers, suppliers, service providers and website users for legitimate business and legal purposes connected with its operations.

2. Information we may process

- Identification and contact information such as name, telephone number, email address and physical address.
- Order, quotation, delivery, installation and customer-service information.
- Billing and transaction information required to process and reconcile payments.
- Communications and records of enquiries, complaints, returns or after-sales support.
- Technical website information such as device, browser, security log, cookie or analytics information where applicable.
- Information required to meet legal, accounting, tax, safety or regulatory obligations.

3. Why we process personal information

- To respond to enquiries and provide quotations.
- To process orders, payments, collections, deliveries and installations.
- To provide customer service, warranty support and after-sales assistance.
- To maintain business, accounting and transaction records.
- To operate, secure, troubleshoot and improve the website and online store.
- To prevent fraud, misuse and unauthorised access.
- To comply with legal, tax, accounting, safety and regulatory obligations.
- To communicate promotions or service information where legally permitted.

4. How information is collected

Information may be collected directly from a person, through the GAS Benoni website or online store, by telephone, email, WhatsApp or other business communications, during delivery or installation arrangements, and from service providers where lawful and necessary.

5. Sharing of personal information

Personal information may be shared with authorised employees and with service providers such as hosting providers, payment service providers, delivery or logistics providers, technical support providers, professional advisers and other parties where sharing is reasonably necessary to provide a service, process a transaction, protect legitimate interests or comply with law.

6. Cross-border processing

If a service provider processes personal information outside South Africa, GAS Benoni should take reasonable steps to ensure that the processing is permitted under POPIA and that appropriate safeguards are in place.

7. Security safeguards

GAS Benoni applies reasonable technical and organisational safeguards appropriate to the nature of the information processed. These may include access controls, secure website connections, account security, software maintenance, backups and procedures for responding to suspected security incidents.

8. Retention

Personal information is retained only for as long as reasonably necessary for the purpose for which it was collected, for legitimate business requirements, or for periods required by law, tax, accounting, warranty, safety or regulatory obligations.

9. Your rights

- Request access to personal information held about you, subject to applicable law.
- Request correction or updating of inaccurate or incomplete personal information.
- Request deletion or destruction of personal information where the law permits this.
- Object to certain processing on reasonable grounds where POPIA provides that right.
- Withdraw consent where processing is based on consent, without affecting processing already lawfully completed.
- Lodge a complaint about the processing of personal information.

10. Direct marketing

Where electronic direct marketing is used, GAS Benoni will apply applicable consent and opt-out requirements. A recipient may request that marketing communications stop.

11. Complaints and enquiries

Privacy and POPIA enquiries may be directed to GAS Benoni at info@gasbenoni.co.za or +27 63 649 9017. A person may also lodge a complaint with the Information Regulator of South Africa in accordance with POPIA.

12. Updates to this notice

This notice may be updated when business practices, legal requirements or website processes change. The latest version should be made available on the GAS Benoni website.

This notice should be read together with the GAS Benoni Customer Data Privacy Policy and Website and Payment Security Policy.