

Terms & Conditions For Customers

1. The service being offered by Hello Paisa is classified as a **remittance transaction** in accordance with the South African Reserve Bank's Currency and Exchanges Manual for ADLA's;
2. **Daily and monthly limits** are applicable to this offering;
3. All **information provided** by me to Hello Paisa **is true and correct** to the best of my knowledge and belief;
4. All **goods are** procured, **supplied**, made available and distributed **by** Zimsend Private Limited (**Zimsend**), an entity authorised and regulated by the Reserve Bank of Zimbabwe;
5. As per Zimsend conditions of doing business:
 - 5.1. A transaction **cannot be cancelled** once goods have been collected by a recipient;
 - 5.2. Should the goods be defective, **a refund can be requested** provided that the goods are returned in its original packaging;
 - 5.3. Goods **cannot be returned** if 1) the goods have been **used and/or consumed** and 2) **food safety and hygiene regulations** have been compromised.
 - 5.4. Goods listed are **subject to availability** as indicated by Zim Send;
 - 5.5. **No transaction will be accepted where there is a material error** in the description and/or price of any goods;
 - 5.6. **Packaging of goods may vary** from the images of goods ordered;
 - 5.7. **No substitution** of the goods **shall be permitted**.