

## Online Terms & Conditions – The Electronic Transactions Act

The Electronic Transactions Act of 2006 is applicable to goods, services, or facilities offered for "sale, hire, or" exchange on a website by suppliers. Section 27 mandates the provision of the following information to the consumer:

1. The full name of the supplier.
2. The supplier's geographical address, website address, email address, and telephone number.
3. The geographical address for service of legal documents.
4. Disclosure of incorporation or registration status, including registration number and place.
5. Membership details of self-regulatory or accreditation bodies, including contact information.
6. Description of any subscribed code of conduct and access instructions for consumers.
7. Detailed characteristics of goods, services, or facilities offered, enabling informed decisions.
8. Full price breakdown, including transportation cost, taxes, and additional fees.
9. Required method of payment.
10. Terms of agreement, including guarantees, accessible electronically.
11. Dispatch/delivery timeframes.
12. Access and maintenance details of transaction records.
13. Supplier's return, exchange, and refund policy.
14. Dispute resolution code details and access instructions.
15. Security procedures and privacy policy regarding payment and personal information.
16. Minimum agreement duration for ongoing/recurring supplies.
17. Consumer rights under section 28, where applicable.

Additionally, the supplier must allow consumers to:

1. Review the entire electronic transaction.
2. Correct any errors.
3. Withdraw from the transaction before finalizing the order.
4. Access and reproduce an accurate order summary, including total costs.

Consumers can cancel the transaction within fourteen (14) days of receiving the goods, services, or facilities, with the supplier obligated to issue a refund upon cancellation.

The Consumer Protection Act applies to online transactions, with some terms reflecting its protections. Furthermore, compliance with data protection laws, as outlined in section 5, is necessary due to likely collection of personal data during sales transactions, ensuring that privacy notes adhere to legal requirements.