

## **STATEMENT OF POLICY**

### **REGARDING THE PROTECTION OF THE RIGHTS OF CONSUMERS IN TERMS OF THE CONSUMER PROTECTION ACT NO 68 OF 2008 AND THEIR CONSTITUTIONAL RIGHTS.**

#### **Preamble**

*Nomadik fully subscribe to the principles of the CPA by striving to redress the injustices and the social and economic inequalities of the past by promoting the participation of all consumers and to protect their interests and rights.*

*Nomadik is also committed to train all staff to be familiar with these principles and relevant legislation.*

#### **Nomadik recognizes that it is necessary to:**

- 1. Fulfill the rights of historically disadvantaged persons.**
- 2. Protect the fundamental rights and internationally recognized interests of all consumers.**
- 3. Promote an economic environment that supports and strengthens a culture of consumer rights and responsibilities, business innovation and enhanced performance.**
- 4. Ensure efficient redress for consumers who are subjected to abuse or exploitation in the marketplace.**

#### **Commitment**

*Nomadik is fully committed to implement all the sections of the CPA which promotes for the consumers all aspects of practices of fair marketing, transparency, courtesy, honest disclosure, choices, fulfilment of orders, returns and documentation.*

#### **Nomadik reviews on an ongoing basis its services, products, operational activities and customer needs and commits itself to the following principles:**

- 1. Nomadik recognizes every person's right to equality in the consumer market without any discrimination according to our Constitution.**
- 2. Nomadik undertakes not to market any goods or services in a manner that is reasonably likely to imply a false or misleading representation concerning those goods or services.**
- 3. Nomadik will supply written quotes and terms & conditions to be agreed upon before starting the services in plain and understandable language.**



4. Nomadik recognizes the consumer' right to choose or examine goods prior to signing and this can be done at Nomadik's centres or on its website at [www.nomadiktents.co.za](http://www.nomadiktents.co.za)
5. Nomadik recognizes its responsibility to deliver goods or perform the services:
  - (i) on the agreed date and at the agreed time, if any; and
  - (ii) at the agreed place of delivery or performance; and
  - (iii) at the cost signed and agreed with terms & conditions.
6. Nomadik undertakes not to offer to supply, or enter into an agreement to supply any goods:
  - (i) at a price that is unfair, unreasonable or unjust; or
  - (ii) on terms that are unfair, unreasonable or unjust.
7. Nomadik recognizes the right of every consumer to receive goods and services that are suitable for the agreed purposes.
8. Nomadik undertakes to provide a written record of each transaction to the consumer to whom any goods and services are supplied, and that add-on goods and services will be based on the original terms & conditions of the specific contract.
9. Nomadik undertakes not to embark on any dubious marketing methods.
10. Nomadik staff and transport will always be clearly identifiable.
11. Nomadik will not use against a consumer, coercion, undue influence, pressure, duress or harassment or unfair tactics.
12. Nomadik recognizes the right of consumers to be heard and obtain redress and undertakes not to discriminate or penalize a consumer who has exercised such right.

*June 2011, Johannesburg*

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