

Terms and Conditions of Use

By entering the SolaPayGo Website, you acknowledge that you have read, understood and agreed with the following terms and conditions of use. SolaPayGo reserves the right to modify these terms and conditions as and when necessary.

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Content

While we endeavour to supply accurate information on this site, errors and omissions may occur. SolaPayGo does not accept any liability, direct or indirect, for any loss or damage which may directly or indirectly result from any advice, opinion, information, representation or omission whether negligent or otherwise, contained on this site. You are solely responsible for the actions you take in reliance on the content on, or accessed, through this site.

SolaPayGo reserves the right to make changes to the content on this site and these terms and conditions at any time and without notice.

Registration Information

Accurate, complete and up-to-date information must be provided when registering to create an account on the SolaPayGo website. All personal information you provide us will be treated in accordance with our privacy policy.

If you are under the age of 18 you must obtain parental consent prior to using the Website. If you are acting on behalf of a company, you must be authorised to enter into these Terms on behalf of your employer.

Login Credentials

Once you register your details for an account, you will receive a username and password. You will be responsible for all transactions that occur under your login including unauthorised use of any credit cards. It is your responsibility to notify SolaPayGo immediately if you become aware of any unauthorised use of your login.

Purchasing Products Online

Using your login credentials, you can purchase selected products for a limited number or value. The system will notify you of these limitations.

If you encounter an unlikely situation with your online purchases, please contact us <https://solapaygo.com/contact-us/> to resolve this issue.

Payment options

Payment is accepted with the following credit cards:

- Visa
- MasterCard
- BSP Mobile Banking (BSP Pay)

Pricing

All prices listed on the SolaPayGo website are in Papua New Guinea Kina (PGK) and are inclusive of GST. While we endeavour to ensure that all prices are correct when published, we reserve the right to amend the prices where an error has occurred.

Website and Credit Card Security

We want you to have a safe and secure shopping experience online. All payments via our website are processed via a secure internet payment gateway which secures your credit card information. This internet payment gateway is a certified PCI DSS (Payment Card Industry Data Security Standards) level I compliant payment gateway provider and pre-integrates the 3D Secure authentication known as Verified by Visa and MasterCard Secure Code. Customers with 3D Secure activated on their credit card are re-directed to authenticate the purchase with a PIN or password.

Intellectual Property

SolaPayGo owns all copyright and other intellectual property in this site. Everything on this site, unless otherwise stated, is copyright.

SolaPayGo welcomes the use of this site for personal use, non-commercial use, research or study - provided that the user acknowledges all copyright and other notices contained in the content.

We advise that you may not copy or display for redistribution to third parties or for commercial purposes, any portion of this site without the express permission of SolaPayGo.

Links

Please note that although this site has some hyperlinks to other third-party websites, these sites have not been prepared by SolaPayGo and are not under the control of SolaPayGo. The links are only provided as a convenience, and do not imply that SolaPayGo endorses, checks, or approves of the third-party site. SolaPayGo is not responsible for the privacy principles or content of these third-party sites. SolaPayGo is not responsible for the availability of any of these links.

Jurisdiction

This website is governed by, and is to be interpreted in accordance with, the laws of Papua New Guinea.

Privacy

Your privacy is important to us and we will take all reasonable steps to ensure that information held is secure.

Complaints

SolaPayGo values its customers and we endeavour to attend to queries and resolve all problems and complaints effectively in a timely manner. If you have any concerns, please visit a SolaPayGo retail outlet or call on 1570/ 7661 2345. If our Customer Service officers have not responded sufficiently to your concerns, a supervisor or manager will review your concern and the way it was handled.

Repair and replace in Warranty Period:

If the Customer's product (or part thereof) stops working within 2 years (battery, panel, cables, bulbs)/ 1 year (television, radio, torch) of purchase, the Customer is to contact SolaPayGo on 1570/ 7661 2345 to organise an inspection and where applicable a replacement. The Warranty covers product failure from normal use and is void if the product has been tampered with, opened, repaired by an unauthorized agent, modified, exposed to water (panel waterproof), abused, damaged (burns, holes, broken parts), damaged due to high voltage or any connection to any AC grid connection or DC charging source by a non-d.light Product, or product malfunction due to any non-d.light devices plugged into the lamp port or TV port, or in case of fraud, or an act of God (including but not limited to flood, storm, wind or other natural disasters). The warranty does not cover the gradual reduction in product brightness, hours of performance, run-time, solar power, USB charging capability, or other features caused by regular use of the product's battery, LED(s), solar panel(s), and other components over time. There is no warranty on antennae and cable for TV products.

The defective part or unit will be the property of SolaPayGo. In the event of repair/ replacement of any part(s) of the product the warranty will remain in force only for the unexpired period of the warranty.

Refunds:

Under no circumstances shall SolaPayGo provide a refund for Products. SolaPayGo may provide a replacement, subject to the terms and conditions as set out in the Warranty and as set out in the above paragraph.

Postage and Delivery:

Any purchases you make from the website will require you to collect products at your nearest SolaPayGo Outlet. Instructions and timeframes are provided during the purchase process.

Customer Agreement Form:

You should carefully read the above Terms and Conditions together with your Customer Agreement. Your use of d.light Products constitutes acceptance of these Terms and Conditions, Customer Agreement and SoloPayGo Privacy Policy