

Terms and Conditions

Coast IT (Pty) Ltd

Effective date: 24 August 2026

1. Application of These Terms

These Terms and Conditions apply to the Coast IT website, Client Zone, online store, quotations, orders, products and services supplied by Coast IT (Pty) Ltd unless a specific written agreement states otherwise.

By using the website or Client Zone, accepting a quotation, placing an order, making payment, activating a service or instructing Coast IT to begin work, you agree to these Terms.

If you act on behalf of a company, organisation or another person, you confirm that you have authority to bind that person.

2. Company Details

- Business name: Coast IT (Pty) Ltd.
- Country of registration: South Africa.
- Physical address: 124 Soutpansberg Drive, Kempton Park, Gauteng, 1619, South Africa.
- Website: <https://coastit.co.za>.
- General email: info@coastit.co.za.
- Sales email: sales@coastit.co.za.
- Telephone: 087 550 0204.

3. Documents Forming the Agreement

Depending on the product or service, the agreement may include these Terms, an accepted quotation, order form, proposal, statement of work, invoice, service description, service-level commitment, Privacy Policy, POPIA Policy, Refund, Returns and Cancellation Policy, acceptable-use rules and applicable third-party licence or service terms.

If a specific written or accepted service document conflicts with these Terms, the more specific document will apply to that service to the extent legally permitted.

4. Quotations and Orders

A website listing, estimate or quotation does not necessarily constitute acceptance of an order. An agreement is formed when Coast IT accepts the order, confirms the service, receives required payment or deposit, or begins performance with the customer's authority.

Quotations are valid for the period stated on the quotation. Prices, stock, exchange-rate dependent costs and third-party availability may change after expiry.

5. Pricing and Taxes

Prices are stated in South African rand unless otherwise specified. VAT, delivery fees and third-party charges will be disclosed where applicable.

If a genuine pricing, stock or description error is identified before fulfilment, Coast IT may correct the error and give the customer the option to proceed at the correct price or cancel the affected item for a refund of any amount already paid for that item.

6. Payment

Payment is due according to the quotation, invoice, checkout page or agreed billing schedule. Coast IT may require payment or a deposit before work starts, goods are ordered, domains are registered, licences are purchased or third-party costs are committed.

A failure or delay by a payment provider or financial institution may delay activation or delivery until cleared payment is confirmed.

7. Recurring Services

Hosting, domains, software licences, maintenance, telecommunications and other recurring services may renew according to the billing cycle stated in the order, invoice or service description.

Customers are responsible for keeping contact and billing information current and for reviewing renewal and billing notices sent to the account contact details.

Any cancellation right available under the Consumer Protection Act or other applicable law remains unaffected.

8. Delivery of Physical Goods

Delivery dates are estimates unless Coast IT expressly guarantees a date in writing. Coast IT will use reasonable efforts to deliver within the agreed period or, where no period is agreed, within a reasonable period.

Delivery, risk and return rights are subject to applicable consumer law and the Refund, Returns and Cancellation Policy.

9. Electronic Delivery

Digital products, licence keys, hosting credentials, domain services, account activations and other electronic products or services may be delivered by email, Client Zone, account activation or another electronic method.

The customer is responsible for providing valid contact details, reviewing service communications and protecting account credentials.

10. Website Design and Development

The scope of a website project is determined by the accepted quotation, proposal or statement of work. The customer must provide requested content, branding, credentials, approvals and other dependencies required to complete the project.

Material changes to functionality, layout, integrations, content volume or deliverables may require a revised quotation, additional fees or revised delivery dates.

Third-party themes, plugins, fonts, APIs, services and licences remain subject to their own terms, pricing and technical limitations.

Unless expressly guaranteed in writing, Coast IT does not guarantee search rankings, advertising results, traffic, conversions, sales or revenue.

11. Software and Custom Development

Custom software is developed according to the agreed scope and any agreed acceptance criteria. A new feature or changed requirement is not a defect merely because it was not included in the original scope.

Software may depend on third-party APIs, operating systems, application stores, open-source components, libraries or external platforms. Coast IT is not responsible for independent third-party changes outside its control, subject to any mandatory rights the customer has against Coast IT under law.

12. Hosting and Managed Services

Hosting and managed services depend on infrastructure, networks, data centres, upstream providers and internet connectivity. Planned maintenance, emergency maintenance, security incidents and third-party outages may affect availability.

Unless a specific service level is agreed in writing, Coast IT does not guarantee uninterrupted or error-free availability.

Customers remain responsible for lawful content, secure credentials, systems under their control and appropriate business continuity arrangements unless Coast IT has expressly agreed to provide those functions.

13. Domain Names

Domain registrations, renewals, transfers, restorations and related services are subject to the rules, availability and technical requirements of the relevant registry, registrar and upstream provider.

A domain name is not guaranteed until successful registration is confirmed by the registry or registrar. Coast IT cannot guarantee that a requested domain will remain available before registration completes.

Customers must provide accurate registrant information and respond to verification, renewal or transfer requirements where applicable.

14. Telecommunications and Third-Party Services

Telephony, connectivity, licences, payment gateways, advertising platforms, cloud products and similar services may be governed by upstream provider terms, technical limits and availability. Coast IT will not use third-party terms to exclude mandatory rights that a customer has against Coast IT under applicable law.

15. Customer Responsibilities

The customer must:

- Provide accurate information and lawful instructions.
- Keep account and authentication credentials secure.
- Provide content, access, approvals and dependencies reasonably required to deliver the service.
- Obtain the rights and permissions necessary for content, trademarks, images, data and software supplied to Coast IT.
- Use Coast IT services lawfully and not for spam, malware, phishing, fraud, unlawful access, infringement or other prohibited activity.
- Maintain backups where backup is not included in the purchased service.
- Cooperate reasonably with implementation, testing, support and security requests.

16. Account Security

Customers are responsible for activity performed through their accounts and credentials unless the activity results from a matter for which Coast IT is legally responsible.

Suspected unauthorised access should be reported promptly to support@coastit.co.za or 087 550 0204.

17. Suspension

Coast IT may suspend a product or service where reasonably necessary because of non-payment, abuse, unlawful activity, a material security risk, a breach of these Terms, an upstream provider requirement or a risk to Coast IT systems or other customers.

Where reasonably practicable and lawful, Coast IT will provide notice and an opportunity to remedy before suspension. Immediate suspension may occur where delay would create a material security, legal or operational risk.

18. Cancellations and Cooling-Off Rights

Cancellations, returns and refunds are governed by the Refund, Returns and Cancellation Policy and applicable South African law.

Where section 44 of the Electronic Communications and Transactions Act 25 of 2002 applies to a qualifying electronic transaction, the statutory cooling-off right will be honoured.

Where section 16 of the Consumer Protection Act 68 of 2008 applies to a transaction resulting from direct marketing, the applicable statutory cooling-off right will be honoured.

19. Fixed-Term Consumer Agreements

Where section 14 of the Consumer Protection Act applies to a fixed-term consumer agreement, the consumer may cancel the agreement on 20 business days' notice, subject to any reasonable cancellation charge permitted by law. Coast IT will apply the statutory notice, renewal and expiry requirements where section 14 applies.

20. Quality of Goods and Services

Where the Consumer Protection Act applies, goods and services carry the statutory quality rights and remedies provided by that Act. These Terms do not replace or reduce those rights.

Qualifying defective goods are subject to the implied warranty of quality under section 56 of the Consumer Protection Act. Qualifying services are subject to the service-quality rights in section 54 of that Act.

21. Intellectual Property

Coast IT retains ownership of its pre-existing intellectual property, internal tools, templates, frameworks, know-how and reusable components.

Ownership or licence rights in custom project deliverables are determined by the accepted quotation, proposal or written agreement. Third-party and open-source components remain subject to their own licences.

Coast IT website content, branding and materials may not be copied, republished or commercially exploited without permission except where law permits.

22. Customer Content

The customer retains ownership of content and materials supplied to Coast IT, but grants Coast IT the permission reasonably required to use, copy, host, modify or transmit those materials for the purpose of providing the requested service.

The customer confirms that it has the rights and permissions necessary to provide those materials to Coast IT.

23. Confidentiality

Each party must protect confidential information received from the other party and use it only for the purpose for which it was disclosed, except where disclosure is authorised, required to provide the service, or required by law.

24. Privacy and Personal Information

Personal information is processed in accordance with Coast IT's Privacy Policy, POPIA Policy and applicable data-protection law.

25. Warranties and Liability

Nothing in these Terms excludes or limits a right or liability where exclusion or limitation is prohibited by the Consumer Protection Act, Electronic Communications and Transactions Act or other applicable law.

To the fullest extent permitted by law, Coast IT will not be liable for indirect, special or consequential loss arising from events outside its reasonable control, customer misuse, unauthorised customer changes, customer failure to maintain required backups or the failure of independent third-party services.

Any limitation of liability in these Terms must be read subject to mandatory statutory rights and does not apply to liability that cannot lawfully be limited.

26. Force Majeure

Neither party is responsible for a failure or delay caused by an event beyond its reasonable control to the extent that the event prevents performance, provided the affected party takes reasonable steps to reduce the effect and resume performance when reasonably possible.

27. Complaints and Disputes

Service complaints may be submitted to support@coastit.co.za. Billing complaints may be submitted to billing@coastit.co.za.

Nothing in these Terms prevents a consumer from approaching the National Consumer Commission, an applicable ombud, the Information Regulator, a court or another competent dispute-resolution body where permitted by law.

28. Electronic Communications

The customer agrees that quotations, invoices, notices, service communications and contractual information may be sent electronically to the contact details associated with the customer account unless the law requires another form of notice.

29. Governing Law

These Terms are governed by the laws of the Republic of South Africa. Disputes will be dealt with by a court or other competent forum with jurisdiction, subject to any statutory right to use another dispute-resolution mechanism.

30. Changes to These Terms

Coast IT may update these Terms for future use of the website and future transactions. Changes to an existing agreement will apply only where the agreement or law permits the change and any required notice has been given.

31. Severability

If any provision of these Terms is invalid or unenforceable, the remaining provisions continue to apply to the extent legally possible.

32. Contact

Coast IT (Pty) Ltd can be contacted regarding this policy using the following details:

- Website: <https://coastit.co.za>

- Email: info@coastit.co.za
- Telephone: 087 550 0204
- Physical address: 124 Soutpansberg Drive, Kempton Park, Gauteng, 1619, South Africa