Terms & Conditions

Onsite IT Support Solutions CC · Last updated: 26 November 2026

1. Who we are and when these terms apply

These terms are between you (the customer or website visitor) and **Onsite IT Support Solutions CC**, trading as Onsite IT, registration number 2005/094252/23 (“Onsite IT”, “we”, “us”).

They apply when you use www.onsiteit.co.za and to every quote, order, product and service we provide. If you have a signed support or service agreement with us, that agreement takes precedence where it differs from these terms.

2. Using our website

- The information on this website is a general guide to our products and services. It is not professional advice for your particular situation — contact us before relying on it.
- **You use this website and its content at your own risk**, and you accept full responsibility for any loss that results from relying on or using it.
- We keep the website accurate and available, but we cannot guarantee it will always be error-free or uninterrupted.
- The text, design and logo on this website belong to Onsite IT. You are welcome to share or print pages for your own reference; please ask us before using our content commercially.
- Dell, Latitude, Precision, XPS, Microsoft, Microsoft 365 and AnyDesk are trademarks of their respective owners. Onsite IT is an independent reseller and service provider.

3. Quotes and pricing

***Hardware and software quotes are only valid for 24 hours. Quotes are subject to rate of exchange (ROE) fluctuations.**

***Due to the highly volatile exchange rate, please confirm pricing prior to placing an order.**

- All prices are in South African Rand. Where a price is shown “incl. VAT”, VAT is included at the current rate.
- Laptop store items are subject to availability. An order is only accepted once we confirm it to you in writing (e-mail or WhatsApp counts).
- If a price is clearly wrong because of a typing or system error, we may correct it before we accept your order. You may then confirm or cancel the order at no cost.
- Service and labour rates are as set out in your quote or support agreement.

4. Payment and ownership

Payment is due as stated on your quote or invoice. We may hold delivery of goods until payment has cleared.

All hardware, software and other merchandise provided to you remains the property of Onsite IT until it is paid for in full. You give Onsite IT permission to recover such items immediately upon being handed, or delivered by mail, a written notice of Onsite IT’s intention to recover such items.

5. Demo and refurbished laptops

- **Demo** — ex-display or short-term demonstration units in as-new condition. **Refurbished A** — minimal signs of use. **Refurbished B** — light cosmetic marks; fully functional.
- Every laptop we sell carries a **Dell warranty of at least 1 year**. The warranty period for each unit is shown on its listing or quote. Warranty claims are handled under Dell's warranty terms; we will help you log and follow up the claim.
- The Dell warranty does not cover accidental, physical or liquid damage, misuse, unauthorised repairs, normal wear of consumables, software problems or loss of data.
- Please back up your data before any repair. We are not responsible for data on a device handed in for warranty or repair work.
- Nothing in these terms limits your rights under the Consumer Protection Act 68 of 2008, including your right to return defective goods.

6. Microsoft 365 and other subscriptions

- **Microsoft 365 licences are sold on an annual commitment.** Once the licence term starts, licences cannot be cancelled or reduced until the end of that term, even if billed monthly.
- **Vendor-specific cancellation policies apply.** Microsoft and other vendors (for example security software, backup, hosting and domain registries) set their own cancellation, refund and renewal rules, and these apply to your subscription. We will tell you about the relevant policy when you order and help you within the time the vendor allows.
- Subscriptions renew automatically at the vendor's current price unless you tell us in writing before the renewal date that you do not want to renew.

7. Domain registrations and hosting

- Domains are registered in your name or your business's name where the registry allows it, and the rules of the relevant registry (for example ZACR for .co.za) apply.
- Renewal fees are payable before the renewal date. If a renewal is not paid in time, the domain or hosting may expire or be suspended, and recovery fees set by the registry may apply.

8. IT support services

- Services such as proactive maintenance, security policies, backups and disaster-recovery planning are provided as set out in your support agreement or quote.
- Unless you have contracted a backup service from us, you are responsible for keeping current backups of your data.
- Remote support is provided with AnyDesk and only with your permission for each session. Please do not share your AnyDesk details with anyone you have not contacted yourself.
- Printer servicing and repairs are available to existing clients only. Collection and delivery applies within 50 km.

9. Limitation of liability — please read carefully

This section limits Onsite IT's liability. It is printed prominently so that you are aware of it, as required by the Consumer Protection Act.

- To the fullest extent the law allows, neither Onsite IT nor its members, employees or agents will be liable for any special, indirect, incidental, consequential or punitive damages, or for any loss

of profit, income, business, goodwill or data, however it arises — whether in contract, delict (including negligence), under statute or otherwise.

- Subject to sections 43(5) and 43(6) of the Electronic Communications and Transactions Act 25 of 2002, Onsite IT is not liable for any damage, loss or liability of any kind arising from the use of, or inability to use, this website or any service or content provided on or through it.
- Where Onsite IT is found liable despite the above, our total liability in respect of any product or service is limited to the amount you paid for that specific product or service.
- Nothing in these terms excludes liability that cannot lawfully be excluded, including liability for gross negligence, or limits your rights under the Consumer Protection Act 68 of 2008.
- If any part of this section cannot be enforced for any reason, the remaining parts still apply.

10. Website security

- Onsite IT uses reasonable, commercially accepted technical and operational security measures to protect information you give us against loss, misuse, alteration or destruction, and takes all reasonable steps to keep it secure.
- Only authorised people who need it to do their work may access information you send us, and they must keep it confidential. This also applies to service providers who receive it from us.
- **No person may gain, or try to gain, unauthorised access to any part of this website, or deliver or try to deliver any malicious, damaging or unauthorised code to it.** Anyone who does so will be reported for criminal prosecution, including under the Cybercrimes Act 19 of 2020, and Onsite IT will claim civil damages for any loss it suffers.

11. Privacy (POPIA)

- We only collect the personal information you send us — for example your name, company, phone number and e-mail address when you request a quote, order or log a support call.
- We use it to reply to you, quote, deliver goods and services, invoice and meet our legal obligations. We do not sell it or use it for unrelated marketing.
- We share it only where needed to deliver what you ordered — for example with Microsoft for licensing, Dell for warranty claims, domain registries, couriers and our accounting system.
- Our website loads fonts from Google and our laptop stock list from Google Sheets. Quote requests open your own e-mail or WhatsApp app. These services have their own privacy policies.
- You may ask to see, correct or delete your personal information by e-mailing info@onsiteit.co.za. You also have the right to complain to the Information Regulator (inforegulator.org.za).

12. Links to other websites

Some links on this website lead to resources run by third parties (for example Dell, Microsoft or AnyDesk) over whom Onsite IT has no control. Links are provided for convenience only and do not mean we endorse those sites. Onsite IT makes no representations or warranties about the accuracy, availability or any other aspect of those resources and is not liable for their use.

13. Electronic communications

- Quotes, order confirmations and notices sent by e-mail or WhatsApp are valid written communications.

- As permitted by section 21 of the Electronic Communications and Transactions Act, the provisions of Part 2 of Chapter III of that Act do not apply to e-mails, messages or other data messages you send to Onsite IT.
- A message you send us is regarded as received only when we acknowledge receipt in writing. If you do not receive a reply within a reasonable time, please follow up by phone. Onsite IT is not liable for any failure to respond to a message we did not receive or acknowledge.
- For any questions about our services or this website, contact us at info@onsiteit.co.za or 084 209 2279.

14. General

- These terms are governed by the laws of the Republic of South Africa. You consent to the jurisdiction of the Magistrate's Court with jurisdiction over Onsite IT, without limiting your rights to approach any other competent forum.
- If any part of these terms is found to be unenforceable, it is severed and the rest still applies.
- We may update these terms from time to time. The version on our website on the date of your order applies to that order.

15. Our details (ECTA section 43)

Business name	Onsite IT Support Solutions CC (trading as Onsite IT)
Registration number	2005/094252/23
Member	Ernest Dunhin
Physical address	766 Tiervis Street, Garsfontein, Pretoria, 0043
Telephone	084 209 2279
E-mail	info@onsiteit.co.za
Website	www.onsiteit.co.za
Information Officer (POPIA)	Ernest Dunhin — info@onsiteit.co.za