

1. Acceptance of Terms

By creating an account, accessing, or using the Appointnet application or website, you ("User", "Business Owner", "Staff Member", or "Client") enter into a legally binding agreement with Appointnet (Pty) Ltd and agree to abide by these Terms of Use.

If you do not agree to these terms, you must refrain from accessing or using our platform immediately.

2. Platform Description & Service Providers

Appointnet provides cloud-based software enabling service businesses to manage service catalogs, staff schedules, availability slots, and client appointment bookings.

2.1 Service Provider Responsibilities & Merchant Setup

Businesses using Appointnet are solely responsible for the accuracy of their listed services, pricing, business hours, staff availability, and fulfilling appointments booked by their clients. Businesses setting up payout capabilities agree to complete required KYC identification steps, upload valid statutory compliance documents (e.g. proof of identity and address), and maintain verified bank account credentials for Paystack subaccount integration. Appointnet acts as a software infrastructure provider and is not a party to the underlying service contract between a Business and its Client.

2.2 Client Booking Responsibilities

Clients booking appointments agree to provide accurate contact details, attend scheduled appointments promptly, and comply with individual cancellation or rescheduling policies set by the respective Business.

3. Account Registration & Credentials

You must be at least 18 years of age or possess legal business authority to register an Appointnet account. You are responsible for maintaining the confidentiality of your authentication credentials and for all activities conducted under your account.

You agree to notify us immediately at support@appointnet.co.za upon discovering any unauthorized access or security breach.

4. Subscriptions, Fees & Payment Processing

Certain features of Appointnet require paid subscription plans:

4.1 Subscription Billing & Gateway Processing

Subscription fees and platform payments are processed securely through Paystack Payments Limited and billed in advance on a recurring monthly or annual basis in South African Rand (ZAR) unless otherwise specified. All payments are non-refundable except as provided in our official Refund Policy.

4.2 Free Trial Terms

Free trials grant access to specified feature tiers for a limited evaluation period. Upon expiration of the trial, continued service requires selection of an active subscription plan.

5. Acceptable Use Policy

You agree not to use Appointnet to:

- Conduct fraudulent, unlawful, or unauthorized business activities
- Transmit malicious software, computer viruses, or execute unauthorized security probing
- Impersonate any person, business entity, or mislead clients regarding service offerings
- Attempt to reverse engineer, decompile, or scrape platform data without permission
- Harass, abuse, or collect unauthorized personal information of users

6. Intellectual Property Rights

All intellectual property rights in the Appointnet software, UI design, logos, software codebase, database schemas, and brand identity belong exclusively to Appointnet (Pty) Ltd.

You retain ownership of your uploaded business graphics, logo assets, service descriptions, and customer data. You grant Appointnet a limited, non-exclusive license to host and display your content solely to operate the booking service.

7. Limitation of Liability & Warranties

Appointnet is provided on an "AS IS" and "AS AVAILABLE" basis without warranties of any kind, whether express or implied.

To the maximum extent permitted by South African law, Appointnet (Pty) Ltd shall not be liable for any indirect, incidental, consequential, or punitive damages, lost revenue, lost profits, or business interruption arising out of your use of or inability to use the platform.

8. Governing Law & Dispute Resolution

These Terms of Use shall be governed by and construed in accordance with the laws of the Republic of South Africa. Any dispute arising out of or in connection with these terms shall be submitted to the exclusive jurisdiction of the courts located in Johannesburg, Gauteng, South Africa.

Official Compliance Notice

This document is maintained by Appointnet (Pty) Ltd. For official inquiries, access to records, or privacy requests, please contact our Information Officer at support@appointnet.co.za.