



361 | TRANQUIL
TOUCH



Joythi Maharaj



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60 Marle Rd, Bramley North, Sandton, 2090

CUSTOMER POLICY PACK

Online Book Sales Policies

When Hope Intertwines with Science

Supplier	361 Tranquil Touch
Owner / contact	Joythi Maharaj
Effective date	16 July 2026
Scope	Online sales of the printed book When Hope Intertwines with Science

Purpose: This pack provides the terms, refund and cancellation rules, delivery arrangements, and accreditation statement requested for Payfast merchant verification.

Policy overview

- Orders are confirmed only after successful payment through the available checkout method.
- Customers may cancel before dispatch and may exercise applicable statutory return rights after delivery.
- Damaged, defective or incorrect books will be addressed in accordance with South African consumer law.
- Professional accreditation is not required for the retail sale of this book; the book is informational and autobiographical, not medical advice.





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POLICY 1

Terms and Conditions

1. About these terms

These Terms and Conditions apply to purchases of the printed book When Hope Intertwines with Science from 361 Tranquil Touch through www.361tranquiltouch.co.za. By placing an order, the customer confirms that they have read and accepted these terms. Nothing in these terms limits any non-waivable right under applicable South African law.

2. Product information

361 Tranquil Touch takes reasonable care to describe and display the book accurately. Cover appearance, colour and minor production details may differ slightly between print runs or from screen displays without affecting the content or intended use of the book.

3. Prices and payment

Prices are displayed in South African rand unless stated otherwise. The final checkout amount will show the book price and any applicable delivery charge before payment. Orders are processed only after payment has been authorised. Payments are handled through Payfast or another payment method displayed at checkout; 361 Tranquil Touch does not receive the customer's full card details.

4. Order acceptance

An automated acknowledgement confirms receipt of an order but does not guarantee fulfilment. An order is accepted when payment is confirmed and the customer receives confirmation that the order is being processed. If stock is unavailable, the customer will be offered a reasonable alternative, an expected fulfilment date, or a full refund.

5. Customer information

Customers must provide complete and accurate contact and delivery details. The customer should notify 361 Tranquil Touch promptly if an error is discovered. Additional delivery costs caused by incorrect or incomplete information may be charged where reasonable and lawful.





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6. Intellectual property

The book, cover, text, images and related materials are protected by intellectual-property law. Purchase of a copy is for personal use and does not transfer copyright or permit reproduction, scanning, distribution, resale of unauthorised copies, or commercial use without written permission.

7. Health and wellness disclaimer

The book shares personal experience and general information. It is not medical, fertility, psychological, legal or other professional advice, and it does not replace consultation with a suitably qualified healthcare or other professional. Readers should seek individual professional guidance for decisions affecting their health or treatment.

8. Privacy

Personal information supplied during ordering will be used to process payment, fulfil and deliver the order, communicate about the purchase, prevent fraud, keep legally required records, and handle queries. Information may be shared with payment, website, fulfilment and courier providers only to the extent reasonably necessary for these purposes, subject to applicable privacy law.

9. Limitation of liability

To the fullest extent permitted by law, 361 Tranquil Touch is not responsible for indirect or consequential loss arising from use of the book or website. This clause does not exclude liability that may not lawfully be excluded, including rights relating to defective goods, gross negligence or other protected consumer rights.

10. Governing law and disputes

These terms are governed by the laws of the Republic of South Africa. Customers should first contact 361 Tranquil Touch so that a complaint can be resolved directly. A customer may also use any remedy or dispute-resolution body available under applicable law, including the Consumer Goods and Services Ombud or the National Consumer Commission where appropriate.





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11. Changes to these terms

361 Tranquil Touch may update these terms prospectively. The version displayed at the time an order is placed will apply to that order, except where a change is required by law.





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POLICY 2

Refund and Cancellation Policy

1. Cancellation before dispatch

A customer may request cancellation before the order has been dispatched. If cancellation is confirmed before dispatch, 361 Tranquil Touch will refund the amount paid using the original payment method. If the parcel has already been dispatched, the request will be handled as a return.

2. Online-purchase cooling-off right

Where the Electronic Communications and Transactions Act applies, a customer may cancel an eligible online purchase without giving a reason within seven days after receiving the book. The customer must notify 361 Tranquil Touch in writing and return the book in saleable condition. The customer is responsible only for the direct cost of returning the book, unless the book is defective, damaged on delivery or incorrect. Any refund due under this cooling-off right will be processed within the period required by law.

3. Damaged, defective or incorrect book

If the book arrives damaged, is materially defective, or differs from what was ordered, the customer should contact 361 Tranquil Touch as soon as reasonably possible, preferably within 10 business days of delivery, and provide the order number plus photographs where available. This notification period helps with courier claims and does not remove statutory rights. After assessment, 361 Tranquil Touch will arrange an appropriate remedy in accordance with the Consumer Protection Act, which may include replacement or refund.

4. Change-of-mind returns outside a statutory right

A discretionary change-of-mind return outside any applicable cooling-off right may be accepted only if agreed in writing before return and the book is unused, undamaged and in resalable condition. The customer is responsible for return delivery costs. Original delivery charges are not refundable unless required by law or the return results from an error by 361 Tranquil Touch.





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5. Non-returnable condition

A refund may be declined for a book that has been materially damaged after delivery, altered, marked, excessively handled, or returned incomplete, except where the condition resulted from an original defect or where the law requires a remedy.

6. How to request a cancellation or return

Email joythi@361tranquiltouch.co.za with the order number, purchaser name, reason for the request, and photographs if the book is damaged or incorrect. Do not send a return until return instructions and the return address have been confirmed.

7. Refund processing

Approved refunds will be made to the original payment method unless otherwise agreed and lawful. Bank and payment-provider processing times may affect when the funds appear in the customer's account. Any deduction will be explained and will only be made where permitted by law.

Consumer rights: This policy is intended to work alongside the Consumer Protection Act 68 of 2008 and the Electronic Communications and Transactions Act 25 of 2002. If this policy conflicts with a non-waivable statutory right, the statutory right prevails.





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POLICY 3

Delivery Policy

1. Delivery area

Standard online delivery is available to valid physical addresses within South Africa. Delivery to another country is available only by prior written arrangement and may involve separate quotations, duties, taxes or restrictions.

2. Processing time

Orders are ordinarily prepared for dispatch within two to five business days after successful payment, excluding public holidays and any clearly disclosed pre-order period. If processing will take materially longer, the customer will be contacted.

3. Courier delivery time

Estimated courier transit is generally two to seven business days to major centres and three to ten business days to regional or remote areas after dispatch. These are estimates, not guaranteed dates, unless a specific date is expressly agreed in writing.

4. Delivery charges

Delivery charges are displayed at checkout or communicated and accepted before payment. Any additional charge for a special delivery request will be agreed with the customer before it is incurred.

5. Tracking and receipt

Where tracking is available, details will be sent to the email address or mobile number supplied with the order. A recipient may be asked to sign for the parcel. The customer should inspect the parcel promptly and report visible damage or an incorrect item as soon as reasonably possible.

6. Delays

Courier delays, severe weather, public disruptions and other events outside reasonable control may affect delivery. 361 Tranquil Touch will provide available updates and take reasonable steps to assist. If delivery cannot be completed within an agreed or reasonable period, the customer retains any cancellation or refund right available under law.

7. Incorrect address, failed delivery or uncollected parcel

The customer is responsible for providing an accessible and accurate delivery address. If delivery fails because the details were incorrect, nobody was available after reasonable delivery attempts, or a parcel was not collected, reasonable re-delivery or return costs may be charged before resending.

8. Risk and responsibility

Responsibility for the book remains with 361 Tranquil Touch until it has been delivered to the customer or a person authorised by the customer, subject to applicable law. If the customer appoints a carrier not





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offered by 361 Tranquil Touch, responsibility may pass as permitted by law when the book is handed to that carrier.





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POLICY 4

Professional Accreditation and Certification Statement

Applicability: No professional licence, accreditation or certification is required for the retail sale and delivery of the printed book When Hope Intertwines with Science.

Nature of the product

The Payfast facility covered by this policy pack is intended to receive payment for a physical book. The transaction is therefore a retail sale of literary and informational material, not the provision of a regulated medical, fertility, psychological, counselling or legal service.

Author context

Joythi Maharaj writes from lived experience of an IVF journey and from her broader professional and coaching background. Any qualifications or certifications held by the author provide background context only; they are not represented as medical qualifications and are not required for the customer to purchase or read the book.

Important reader notice

- The book does not diagnose, treat, cure or prevent any medical condition.
- It does not replace advice, diagnosis or treatment from a qualified healthcare professional.
- Readers should consult their doctor, fertility specialist, psychologist or another suitably qualified professional about their individual circumstances.

Future services

If 361 Tranquil Touch later activates Payfast payments for coaching, workshops, wellness sessions or another service, the service description, practitioner role, terms,





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cancellation rules, disclaimers, and any relevant supporting certifications will be disclosed separately where applicable.

Declaration

I, Joythi Maharaj, confirm that the professional-accreditation request is not applicable to the book sale described in this policy pack. I further confirm that the book is presented as autobiographical and informational content and not as professional medical advice.

Name	Joythi Maharaj
Business	361 Tranquil Touch
Date	16 July 2026

Contact

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