

TERMS AND CONDITIONS OF USE

Last updated: 20 October 2023

1. Introduction and Legal Terms

- 1.1. By accessing or using our website <https://ssesa.co.za/> or any related platform or application (collectively, “**the Platform**”), owned by Solar Solutions Engineering SA (Pty) Ltd (reg: 2018/454209/07) (“**SSESA**”) or any of our Services, you agree that you have read, understood, and agree to be bound to the terms and conditions contained herein (“**Terms**”). All rights in and to the Platform always remain expressly reserved by SSESA.
- 1.2. At SSESA we are a solar energy solutions company bringing renewable energy solutions and engineering to businesses and homes (“**Services**”).
- 1.3. These Terms explain the conditions applicable to how you will use the Platform and our Services. Please read these Terms carefully before using the Platform or our Services. We will assume you have read and understood these Terms if you continue to access or make use of our Platform or Services.
- 1.4. Please pay specific attention to the **BOLD paragraphs** of these Terms. These paragraphs limit the risk or liability of SSESA, constitutes an assumption of risk or liability by you, impose an obligation by you to indemnify SSESA or is an acknowledgement of any fact by you.
- 1.5. The terms "user", "you" and "your" are used interchangeably in these Terms and refer to all persons accessing the Platform or using the Services for any reason whatsoever. Accordingly, the terms "us", "our" or "we" refers to SSESA or its possession.

2. Services and Payment

- 2.1. At SSESA, we offer renewable energy solutions for home and business across the country. Our renewable energy services are turnkey solutions aimed at making the transition to renewable energy seamless.
 - 2.1.1. We are able to provide a turnkey solution by -
 - 2.1.1.1. having an in-house civil engineer overseeing the implementation of your project from start to finish,
 - 2.1.1.2. constantly training our electricians to ensure we are at the forefront of renewable energy development, and
 - 2.1.1.3. undertaking all the necessary regulatory certifications on your behalf.
 - 2.1.2. We not only design and install solar energy solutions but provide consultative advice to ensure you receive the solution best suited for you.
 - 2.1.3. For all our clients, we offer a two-year workmanship guarantee on our services.
- 2.2. The use of our Platform is free. If you would like to engage our Services, please contact us through the platform or at info@ssesa.co.za and we'll get back to you to engage with you and provide you with a quote for the solution you need.
- 2.3. Should you accept our quote, you will be subject to not only these Terms but our quotation Terms as well which are incorporated herein by reference.

3. Responsibilities and Warranties for using the Platform

- 3.1. By using the Platform and/or the Services, you warrant that:

- 3.1.1. you have read and agreed to these Terms and will use the Platform and Services in accordance with them;
 - 3.1.2. you have not made any misrepresentations and the information provided in the quoting and/or onboarding process about you, your company and/or your status is true, accurate and complete in every aspect;
 - 3.1.3. you are above the age of 18 (eighteen) years old and have the legal capacity to understand, agree with and be bound with these Terms;
 - 3.1.4. you lawfully possess and have consent to submit all information to the Platform and/or SSESAs for the use of such information or the Services and indemnify SSESAs against any third party claims that may arise due to the unauthorised sharing of information with SSESAs;
 - 3.1.5. you will not post, upload, replicate or transmit any abusive content on the Platform that is or could reasonably be considered to be threatening, harassing, defamatory, abusive, racist, sexist, discriminatory, in breach of confidence, in breach of privacy;
 - 3.1.6. you will not send any unsolicited electronic messages or use any software, routine or device to interfere or attempt to interfere electronically or manually with the operation or functionality of the Platform including but not limited to uploading or making available files containing corrupt data or viruses via whatever means or deface, alter or interfere with the front end 'look and feel' of the Platform or the underlying software code;
 - 3.1.7. you will not infringe the intellectual property or other rights of any third party or the Platform;
 - 3.1.8. you will not use the Platform for any commercial purpose other than as expressly provided for by SSESAs herein;
 - 3.1.9. you shall not engage in any data mining, data harvesting, data extracting or any other similar activity in relation to the Platform;
 - 3.1.10. you will not use the Platform to breach any applicable law or regulation or perform or encourage any illegal activity including (without limitation) promoting or facilitating money laundering or financial crimes; and/or
 - 3.1.11. you will not facilitate or assist any third party to do any of the above, failing which, such action will automatically and immediately be deemed to be a material breach of these Terms, allowing us to manifest all of our rights in the case of breach, including but not limited to denying you access to the Platform/Services, reporting your actions to an applicable authority, demanding specific performance and/or suing you for damages.
- 3.2. The Platform is only available on compatible devices connected to the internet. It is your responsibility to obtain these devices and any connectivity necessary to use the Platform. **We do not guarantee that the Platform, or any portion thereof, will function on any particular hardware or device.**
 - 3.3. **Without prejudice to any of our other rights (whether at law or otherwise), we reserve the right to deny you access to the Platform or Services where we believe (in our reasonable discretion) that you are in breach of any of these Terms.**

4. Intellectual Property Protection

- 4.1. All website layout, website content, material, information, data, software, icons, text, graphics, layouts, images, sound clips, advertisements, video clips, user interface design and layout, trade names, logos, trademarks, designs, copyright and/or service marks, together with the underlying software code ("**the intellectual property**") are owned (or co-owned or licenced, as the case may be) by SSESAs, our shareholders, affiliates and/or partners, whether directly or indirectly, and as such, are protected from infringement by domestic and international legislation and treaties.

- 4.2. Subject to the rights afforded to you in these Terms, all other rights to all intellectual property on the Platform are expressly reserved. **You may not copy, download, print, modify, alter, publish, broadcast, distribute, sell, or transfer any intellectual property, editorial content, graphics or other material on the Platform or the underlying software code whether in whole or in part, without our written consent first being granted, which consent may be refused at our discretion. No modification of any intellectual property or graphics is permitted. Should you breach these provisions, SSES A and/or the rightful intellectual property rights owner may launch legal proceedings against you for a breach of contract, resulting in a claim of damages against you.**
- 4.3. We reserve the right to make improvements or changes to the intellectual property, information, videos, graphics, and other materials on the Platform, or to suspend or terminate the Platform, at any time without notice; provided that any transactions or functions already concluded through the Platform, will not be affected by such suspension or termination (as the case may be).
- 4.4. Where any intellectual property has been licensed to us or belongs to any third party all rights of use will also be subject to any terms and conditions which that licensor or third party imposes from time to time, and you agree to comply with such third-party terms and conditions.
- 4.5. Subject to adherence to the Terms, we grant you a personal, non-exclusive, non-assignable and non-transferable license to use and display all content and information contained on the Platform on any machine which you are the primary user. However, nothing contained on the Platform or in these Terms should be construed as granting any licence or right to use any intellectual property without our prior written permission.

5. Links and Messages

5.1. Data Messages between You and SSES A

- 5.1.1. Data messages, including email messages, you send to us will be considered as received only when we acknowledge or respond to these messages.
- 5.1.2. Data messages we send to you will be regarded as received when the data message enters your email server inbox and is capable of being retrieved and processed by you.
- 5.1.3. We reserve the right not to respond to any email or other data message that contains obscene, threatening, defamatory or otherwise illegal, unlawful, or inappropriate content, and to take appropriate action against the sender of such email or data message if necessary.
- 5.1.4. Messages sent over the internet cannot be guaranteed to be completely secure as they can be intercepted, lost, or corrupted. We are therefore not responsible for the accuracy or safety of any message sent by email or over the internet.

5.2. Hyperlinks, Deep Links, Framing

- 5.2.1. The Platform may include links to other websites ("**other sites**"). We do not own or endorse these other sites and are not responsible for the information, material, products, or services contained on or accessible through these other sites. Any hyperlinks do not imply any endorsement, agreement on or support of the content or products of these other sites.
- 5.2.2. We do not own the content on any other site which may be shown on the Platform. Should the owner of any content showcased on the Platform want the content to be removed, please contact us to request the removal of such content.
- 5.2.3. Your access and use of the other sites remain solely at your own risk and on the terms set by the operator of any other site.

6. Indemnities, Disclaimers, And Warranties

6.1. Disclaimers

- 6.1.1. The Platform and Services, including intellectual property appearing therein, are provided "as is" and "as available". We make no representations or warranties, express or implied, including but not limited to warranties as to the accuracy, correctness, or suitability of either the Platform or Services.
- 6.1.2. **SSESA, its shareholders, directors, employees, and partners, accept no liability whatsoever for any loss, whether direct or indirect, consequential, or arising from information made available on (or by means of) the Platform or Services and/or transactions or actions resulting therefrom.**
- 6.1.3. **SSESA, its shareholders, directors, employees, partners, and affiliates, accept no liability whatsoever for any costs, expenses, fines, or damages, including but not limited to direct or indirect loss or damages, including any economic loss, consequential loss, loss of profits or any form of punitive damages, resulting from the offering of the Services, and access to, or use of, the Platform in any manner.**
- 6.1.4. We take reasonable security measures to ensure the safety and integrity of the Platform and Services and to exclude viruses, unlawful monitoring and/or access. However, we do not warrant or represent that your access to the Platform will be uninterrupted or error-free or that any information, data, content, software, or other material accessible through the Platform or Services will be free of bugs, viruses, worms, trojan horses or other harmful components. Your access to and use of the Platform/Services remains solely at your own risk, and you should take your own precautions accordingly.

6.2. Indemnities

- 6.2.1. **You indemnify and hold harmless SSESA, its shareholders, employees, and partners from any demand, action or application or other proceedings, including for attorneys' fees and related costs such as tracing fees, made by any third party, and arising out of or in connection with your use of the Platform and/or Services in any way.**
- 6.2.2. **You agree to indemnify, defend, and hold SSESA harmless from any direct or indirect liability, loss, claim and expense (including reasonable legal fees) related to your breach of these Terms.**
- 6.2.3. This clause will survive termination of these Terms.

7. Dispute Resolution

- 7.1. Should any dispute, disagreement or claim arise between you and SSESA the parties shall endeavour to resolve the dispute amicably, by negotiation, and with the best interests of both parties in mind.
- 7.2. Should these parties fail to resolve such dispute in the aforesaid manner or within such further period as the parties may agree to in their negotiation, the parties will approach an independent industry expert who shall mediate the discussions between them to find a mutually beneficial solution.
- 7.3. If the dispute is still not resolved after such mediation, the parties will commence and be party to binding and confidential arbitration in terms of the expedited rules of the Arbitration Foundation of Southern Africa ("**AFSA**"), with an arbitrator selected by SSESA.
- 7.4. Notwithstanding the above, both parties' consent to the jurisdiction of a competent South African court. Either party may also always use the dispute resolution services of any applicable legislative tribunal or ombud, as provided for in applicable legislation.

7.5. The parties both agree that in no circumstance will either party publicise the dispute on any social media or other public platforms. The parties understand that any publicity of this nature can cause serious damage to the other party, which damage may result in a financial claim against the infringing party.

8. Termination of Use

8.1. **IN ADDITION TO OUR OTHER RIGHTS HEREIN, WE RESERVE THE RIGHT TO RESTRICT AND/OR TERMINATE YOUR USE OF OUR SERVICES OR THE PLATFORM IF YOU BREACH ANY OF THESE TERMS, OR FOR ANY OTHER REASON IN OUR SOLE DISCRETION PROVIDED THAT WE GIVE REASONABLE NOTICE TO YOU.**

8.2. If you wish to terminate your agreement with these Terms, you may do so by ending your use of the Platform. Such termination will however not have any effect on the continued and comprehensive functioning or legitimacy of any service agreement between us and the lawful rights which we may have at the time.

9. Notices and Service Address

9.1. Each of the parties chooses their service address for the purposes of the giving of any notice, the serving of any process and for any other purposes arising from these Terms as being:

9.1.1. in the case of SSESAs, at info@ssesa.co.za; or

9.1.2. in the case of the client, at the e-mail and contact addresses provided to SSESAs.

9.2. Each of the parties will be entitled from time to time, by written notice to the other, to vary its service address to any other address which is not a post office box or poste restante, provided that the change will become effective only 14 (fourteen) days after service of the notice in question.

9.3. Notwithstanding the above, any notice given in writing in English, and actually received by the party to whom the notice is addressed, will be deemed to have been properly given and received, notwithstanding that such notice has not been given in accordance with this clause.

10. Company Information

10.1. Site owner:	Solar Solutions Engineering SA (Pty) Ltd
10.2. Legal status:	Private Company
10.3. Registration number:	2018/454209/07
10.4. Description of main business:	Renewable Energy Services
10.5. Email address:	info@ssesa.co.za
10.6. Registered address:	28 Kleine Street, Stanford, Western Cape, 7200
10.7. Postal Code:	PO Box 1703, Hermanus, Western Cape

11. Legal Terms

11.1. Relationship Between the Parties - The relationship of the parties, *inter se*, shall be governed by these Terms and nothing contained herein shall be deemed to constitute a partnership, joint venture, employer/employee agreement, agency agreement, or the like between them. No party shall by the reasons of the actions of the other party incur any personal liability as co-partner to any third party.

11.2. Force Majeure - If either party is prevented, whether in whole or in part, or delayed from performing any of its duties, functions or obligations under these Terms, whether timeously or at all, due to an event out of their control (which for the purposes hereof shall mean war, political riots, civil commotions, electrical load-shedding or surges, legal prohibitions or restrictions, epidemics, pandemics, governmental lockdowns, fire, floods or other similar natural disasters), then such failure shall not constitute a

breach under these Terms, and the obligation to perform shall be suspended to the extent and during the continuance of such prevention provided that the parties shall use their reasonable commercial endeavours to minimise any delay occasioned

- 11.3. Change Without Notice - The Platform and these Terms are subject to change without notice. These Terms are updated or amended from time to time and will be effective once we upload the amended Terms to the Platform. Your continued access or use of the Platform/Services constitutes your acceptance to be bound by these Terms, as amended. It is your responsibility to read these Terms periodically to ensure you are aware of any changes.
- 11.4. Entire Agreement - This document contains the entire agreement between the parties in relation to the subject matter hereof. Save as contemplated in clause 11.3, no alteration, cancellation, variation of, or addition hereto will be of any force or effect unless reduced to writing and signed by all the parties to these Terms or their duly authorised representatives.
- 11.5. No Indulgence - No indulgence, leniency or extension of time granted by SSES shall constitute a waiver of any of SSES's rights under these Terms and, accordingly, SSES shall not be precluded as a consequence of having granted such indulgence, from exercising any rights against the client which may have arisen in the past or which might arise in the future.
- 11.6. Importation of Words - Words importing the singular will include the plural and *vice versa*. Words importing one gender will include the other genders, and words importing persons will include partnerships, trusts, and bodies corporate, and *vice versa*.
- 11.7. Headings as Reference - The headings to the paragraphs in these Terms are inserted for reference purposes only and will not affect the interpretation of any of the provisions to which they relate.
- 11.8. Governing Law - Your access and/or use of the Platform and/or the Services and the operation of these Terms (including any transaction concluded pursuant thereto) shall be governed by and construed in accordance with the laws of the Republic of South Africa.
- 11.9. Failure to Pay - In the event of a user failing to pay any amount timeously or breaching these Terms, they shall be liable for all legal costs (on the scale as between attorney and client) (including collection commission) which may be incurred by SSES in relation to the payment failure or breach.
- 11.10. Severability - Each sentence, paragraph, term, clause and provision of these Terms and any portion thereof shall be considered severable and if for any reason, any such sentence, paragraph, term, clause or provision is held to be invalid, contrary to, or in conflict with any applicable present or future law or regulation or in terms of a final, binding judgment issued by any court, it shall to that extent be deemed not to form part hereof and shall not impair the operation of, or have any effect upon such other sentence, paragraph, term, clause or provision hereof as may otherwise remain valid or intelligible, which shall continue to be given full force and effect and bind the parties hereto.
- 11.11. Prohibited Provision - No term or condition of these Terms is intended to breach any peremptory provisions of any consumer protection legislation and any regulations thereto ("**Prohibited Provision**"). Any breach of any such Prohibited Provision shall be governed by the provisions of clause 11.10.