

PAYMENT

Credit Cards

What types of cards can I use?

You are able to use any South African Visa and Mastercard credit cards and certain cheque cards. We also accept EFT payments. We do not currently support Diner's Club and American Express cards.

How do I know my payment transaction is secure?

Proton Solar Pty Ltd. uses the PayFast Online Portal for payments. PayFast use Extended Validation SSL with 256-bit encryption. Only two of the four major South African banks use this –the highest– level of encryption currently available. 3D Secure is in place for all credit card transactions. They use BIN/IIN validation to check for card-issuing bank locations and merchants can choose to enable/disable payments from certain countries. Payments and card details are automatically checked against large online databases of blacklisted details.

How do I activate my card for 3D Secure?

3D Secure is an extra layer of security in using your credit card for online transactions. Sellers are asked to enter their 3D Secure password or one time PIN – which they register with their bank – to authenticate that they are the actual cardholder.

My credit card details are not being accepted. What's wrong?

Check the following:

- Did I type in the card number correct?
- Did I type in the expiry date correct?
- Did I type in the CCV Number at the back of the card correct?
- Check with your bank or financial institution to rule out errors on their behalf.

If problems persist, please do not hesitate to call our Customer Care Team on 012 100 3193

EFT Payments

I paid via PayFast EFT but haven't received my order confirmation?

Are you a Standard Bank customer? Standard Bank takes longer to process Instant EFT. To speed up the process, send your proof of payment to support@payfast.co.za or give PayFast a call on 0861 729 327.

Once PayFast have verified your payment with us, we will process your order.

Proton Solar Bank Account Details

What is the Proton Solar Bank Account Details?

Account Name: Proton Solar Pty Ltd

Bank: Standard Bank

Bank Account type: Cheque/Current

Branch Code: 051001

Account Number: 1011 779 2541

Do you offer Gift Vouchers?

Unfortunately we do not offer Gift Vouchers at the moment.

I have two separate Proton Solar Stored Credits. How can I use them in one order?

If you have two separate Proton Solar store credits, please contact our Customer Care Team so that they can consolidate them into one voucher code for the sum of the amount of the two store credits.

Please note that we are not able to consolidate any sale coupons or vouchers with a store credit.

012 100 3193| admin@protonsolaristributers.co.za

I didn't receive my newsletter sign up voucher. What can I do?

Please make sure the email was not accidentally routed into your spam folder. To make sure you never miss our emails, prod@protonsolaristributers.co.za to your email contacts.

If you cannot find the email in the spam folder, please contact our Customer Care Team at admin@protonsolaristributers.co.za.

My voucher code doesn't work. What can I do?

We generally observe three kinds of problems with our vouchers:

1. The voucher code is incorrectly typed at checkout: As the code is case-sensitive, we recommend our clients to copy (Ctrl+C) and paste (Ctrl+V) the code instead of typing it in. It is also important to make sure that no spaces are left at the beginning or at the end of the code
2. The voucher has expired.

We kindly ask you to please check the two points above. In case everything is done correctly but your voucher still does not work, do not hesitate to contact us with more details about your order (products, quantities, delivery address and voucher code) and we'll get a resolution for you.

General

What is your Payment Policy?

Please check our payment policy [here](#).

For trade clients, please see our Conditions of Sale [here](#).

What payment methods can I use?

Proton Solar.co.za supports a range of payment methods. You are able to use any South African Visa and Mastercard credit cards and certain cheque cards. We also accept Instant EFT via PayFast payments and paypal. We do not currently support Diner's Club and American Express cards.

My computer froze while processing payment. How will I know that my payment went through successfully?

After a successful transaction you should see a success page. On top of that, all successful transactions will receive a confirmation email. If you have not received confirmation via email, contact our Customer Care Team on 012 100 3193. We can double check if you might have misspelled your email address or find the reason why your order was not successful.