

Zero Tolerance Policy

To protect our customers and safeguard our good name, the following policies and procedures govern us:

We are registered second-hand dealers and will process all goods bought and sold in this store in accordance with the Second-Hand Goods Act, No.6 of 2009, and any other applicable laws.

We are members of the South African Police Service Accredited Association and the National Association of Franchised Second-Hand Dealers, and abide by their rules and Codes of Conduct.

We will do everything reasonable to ensure that no stolen goods are traded in this store and if we have any doubt, we will not buy these items.

We will go to all reasonable lengths to assist the South African Police Service in combatting crime and will share our information freely with them.

We are obliged to inform the Police of any suspicious characters and circumstances.

All transactions are recorded on CCTV.

We will not buy from anyone under the age of 18 years nor from those unable to produce an ID Document, Passport or Driver's Licence.

We support and co-operate with the Business Software Alliance (BSA), South African Federation Against Copyrighting and Theft (SAFACT), Film and Publication Board (FPB) and South African Music Performance Rights Association (SAMPRA).

If suspected stolen goods are identified on these premises, the following procedures will be followed:

- The Police will be contacted.
- An internal enquiry will be conducted.
- Action will be taken based on the facts at hand.
- Any Cash Converters franchisee operating illegally and knowingly, contrary to this Code of Conduct, will have their franchise agreement cancelled.

We comply with the Consumer Protection Act, No.68 of 2008.

All our stores are registered credit providers with the National Credit Regulator and comply with the National Credit Act, No.34 of 2005.

Cash Converters is a full member of the Franchise Association of South Africa.