

Online Sales & Supplier Disclosures

ECTA section 43 supplier and online-sales information

Entity	TECBINO (Pty) Ltd
Document date	27 September 2026
Status	Effective

This document provides Duewarden supplier information, subscription pricing and key online-sales disclosures.

1. Public supplier information

Required disclosure	Duewarden / TECBINO information
Full name and legal status	TECBINO (Pty) Ltd, a private company incorporated in the Republic of South Africa.
Registration number	2025/063187/07
Office bearer / director	Luigi Di Leo
Place of registration	Republic of South Africa
Physical address	26 Leslie Avenue, Sandton, Gauteng, 2191, South Africa
Address for legal service	26 Leslie Avenue, Sandton, Gauteng, 2191, South Africa
Website	https://www.duewarden.tecbino.co.za
Email	support_duewarden@tecbino.co.za
Telephone	+27 61 536 4024
VAT status	Not VAT registered.
Self-regulatory / accreditation bodies	TECBINO does not currently claim membership of a voluntary accreditation body for Duewarden. Any mandatory statutory or industry requirements that apply remain unaffected.
Code of conduct	TECBINO does not currently claim adherence to a voluntary code of conduct for Duewarden. Applicable legislation remains binding.

2. Main characteristics of the Service

Duewarden is an online SaaS application for managing equipment / asset records, calibration and service schedules, related certificate or document records, reminders, workflow information and reporting / administration. It is a record-management platform and does not itself perform or certify calibration, maintenance or safety compliance.

3. Full price and recurring term

Plan	Monthly billing	Annual billing	Limits
Starter	R499 per month	R4,990 per year	100 assets / 3 users
Business	R999 per month	R9,990 per year	500 assets / 10 users
Professional	R1,999 per month	R19,990 per year	2,000 assets / 25 users
Enterprise	Custom quote	Custom quote	Custom assets / users

Prices are in South African rand. TECBINO is not currently VAT registered and does not currently add VAT. No undisclosed mandatory TECBINO fee should be added after the customer reaches the final checkout step. Enterprise pricing must be disclosed in the quotation / order before acceptance.

Minimum initial term: one month for a monthly plan and one year for an annual plan, subject to mandatory rights that apply to consumers. Monthly plans renew monthly and annual plans renew annually unless renewal is cancelled.

4. Payment and security procedures

Payments are processed through Paystack. Full card numbers and card security codes are handled through Paystack's payment components rather than stored by TECBINO. TECBINO receives payment status and transaction references needed to administer the subscription.

The Privacy Notice explains how TECBINO and its operators protect personal information.

Duewarden uses HTTPS / encryption in transit and access / authentication controls appropriate to the Service. Security-sensitive implementation details are not published where that would increase risk.

5. Terms, records and service commencement

- The Terms of Service, Privacy Notice, Acceptable Use Policy and Cancellation & Refund Policy are made available to customers before purchase and remain available afterwards.
- Before final submission, customers can review the selected plan and billing details, correct mistakes and abandon the transaction.
- After purchase, the customer receives an order or subscription confirmation containing the key transaction and subscription details.

- Service is normally rendered immediately after successful activation, subject to technical processing and account checks.
- Transaction and subscription records are retained in accordance with TECBINO's applicable record-retention requirements and the Privacy Notice.

6. Trial and cancellation

New workspaces receive a 7-day Starter trial. The trial expires automatically at the end of the 7-day period and does not convert automatically to a paid subscription. No subscription charge is taken merely because the trial expires. To continue using paid features, the customer must deliberately select a paid plan and complete the applicable purchase process. Once a paid subscription has been purchased, future renewal can be cancelled in the Duewarden app. Refund requests are sent to support_duewarden@tecbino.co.za.

7. Return / refund policy and statutory rights

Because Duewarden is a digital service, physical return / exchange procedures do not apply. The Cancellation & Refund Policy describes billing cancellation and refund requests. Mandatory rights under ECTA, the CPA or another law are not waived.

Any cooling-off, cancellation or other consumer right that applies under ECTA, the Consumer Protection Act or other applicable law remains unaffected.

8. Complaints and dispute resolution

Customer complaints may be sent to support_duewarden@tecbino.co.za. TECBINO will attempt to resolve complaints in good faith. This does not limit any applicable right to approach the Information Regulator, National Consumer Commission, an applicable ombud, a court or another competent body.

9. Subscription disclosure summary

Paid subscriptions begin only after the customer deliberately selects a paid plan and completes the payment process. Monthly and annual subscriptions renew on their selected billing cycle until renewal is cancelled in the Duewarden app. Current plan pricing is shown in the table above. The Terms of Service, Privacy Notice and Cancellation & Refund Policy apply to paid subscriptions, and mandatory statutory rights remain unaffected.

10. Legal basis

This disclosure is provided with reference to section 43 of ECTA and other applicable South African consumer and data-protection requirements.