
Norcera Website Terms of Use

Last updated: 2 July 2026

These Website Terms of Use explain the rules that apply when you access or use the Norcera website.

By using this website, you agree to these Terms. If you do not agree with these Terms, please do not use the website.

For the purposes of these Terms, "Norcera", "we", "us" and "our" refer to:

Norcera

operated by Marcel Nortje

Website: www.norcera.co.za

Legal contact: legal@norcera.co.za

Norcera provides lead response and enquiry management technology for businesses.

1. Scope of these Terms

These Terms apply to your use of the public Norcera website, including:

- viewing information about Norcera and Norcera Pulse;
- submitting a demo, contact or enquiry request;
- viewing pricing and service information;
- using any website content, forms, pages, links or features.

These Terms only apply to the public website. They do not replace any signed customer agreement, accepted proposal, order form, service terms, data processing terms, support terms or other written agreement that may apply if you become a customer.

If there is a conflict between these Website Terms and a signed customer agreement, the signed customer agreement will apply to the extent of that conflict.

2. Website information

The information on this website is provided for general business and product information purposes.

We try to keep the website accurate and up to date, but we do not guarantee that all information will always be complete, accurate, current or free from errors.

We may update, remove, replace or change website content at any time without notice, including:

- product descriptions;
- pricing information;
- service descriptions;
- feature descriptions;
- availability;
- messaging;
- design;
- forms;
- links;
- legal documents.

3. No direct purchases through the website

Unless we expressly make online purchasing available, visitors cannot purchase, subscribe to or pay for Norcera Pulse directly through this website.

Submitting an enquiry, requesting a demo, clicking a call-to-action button, or receiving a response from us does not create a customer relationship, service agreement, subscription, exclusivity arrangement or obligation for Norcera to provide services.

Any paid services must be agreed separately in writing, through an accepted proposal, order form, invoice, service agreement or other written confirmation from Norcera.

4. Pricing information

Pricing shown on the website is indicative and may be subject to confirmation, setup fees, scope, configuration, agreement terms and availability.

Unless expressly stated otherwise in writing:

- pricing displayed on the website is not a binding offer;
- setup fees are excluded unless clearly stated otherwise;
- pricing may depend on the number of seats, configuration, workflow requirements, support requirements and service scope;
- annual pricing may be subject to a 12-month agreement or other agreed term;
- month-to-month pricing may differ from annual agreement pricing;
- prices may change from time to time.

Any confirmed pricing will be set out in a written proposal, order form, invoice, service agreement or other written confirmation from Norcera.

5. Demo and enquiry submissions

You may use the website to submit a demo request, contact request or business enquiry.

When submitting information through the website, you agree that:

- the information you provide is accurate and not misleading;
- you are allowed to provide the information;
- you are using the form for a legitimate business enquiry;
- you will not submit spam, abusive content, malicious content or unlawful material;
- you will not use the form to interfere with the website, our systems or our service providers.

Submitting a form does not guarantee that Norcera will accept you as a customer, provide services, provide a demo, provide a booking link, or enter into an agreement with you.

We may respond by email, direct contact, scheduling link or another suitable next step, where applicable. We may also decline, ignore or delete enquiries that appear to be spam, abusive, fraudulent, unlawful, irrelevant or unsuitable.

Personal information submitted through the website is handled according to our Privacy Notice.

6. Product information, reporting and summaries

Norcera Pulse is described on the website at a general level only. Website descriptions are not a full technical specification and do not disclose or license any non-public system, method, workflow, configuration, process, logic or implementation detail.

Where reporting or summary features are described, they are intended to show the general nature of the service. Reports and summaries are based on available enquiry and follow-up information and may depend on the agreed scope, configuration, data quality and service setup.

Reports and summaries are provided for general business visibility and operational support. They are not legal, financial, tax, accounting, compliance, audit, marketing or sales advice, and they do not guarantee any particular result.

7. Acceptable use

You may only use the website for lawful and legitimate purposes.

You may not:

- misuse the website;
- attempt to access non-public, restricted, private, backend or administrative areas;
- use API endpoints, forms or website features except through the normal public website interface;
- interfere with the security, performance or availability of the website;
- attempt to bypass security controls;

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- introduce malware, harmful code, bots, scripts or automated abuse;
 - scrape, copy, harvest or extract website content without permission;
 - submit false, misleading, unlawful or harmful information;
 - use the website to send spam or unsolicited messages;
 - impersonate another person or business;
 - infringe any intellectual property rights;
 - reverse engineer, decompile, copy, adapt, test or probe any part of the website, its design, structure, code, content, forms, endpoints, security controls or functionality, except where the law allows it;
 - use website content, structure, messaging or behaviour to copy, replicate, benchmark or build a competing product or service without our prior written permission;
 - use the website in a way that may damage Norcera, its reputation, its systems or its service providers.

We may restrict, block, suspend or take action against any use of the website that we believe breaches these Terms or creates risk for Norcera, our users, our systems or our service providers.

8. Intellectual property

All rights in the website and its content belong to Norcera or the relevant rights holder.

This includes, where applicable:

- the Norcera name;
- the Norcera Pulse name;
- logos, marks, icons, graphics, visuals and brand elements;
- website copy;
- page layouts;
- design systems;
- interface elements;
- animations;
- code;
- product descriptions;
- concepts, structures and messaging;
- downloadable materials;
- any other content published on the website.

You may view the website for your own business information purposes.

You may not copy, reproduce, modify, distribute, publish, sell, licence, adapt, reuse or create derivative works from any website content without our prior written permission, unless the law allows it.

Nothing on this website gives you any ownership rights in Norcera's intellectual property, brand, website content, product names, service descriptions or non-public product knowledge.

9. Product development and availability

Norcera Pulse is a developing product and service offering.

We may change, update, suspend, replace, remove or discontinue any feature, workflow, package, pricing structure, service description or availability at any time.

Website descriptions are intended to explain the general nature of the product and service. They do not guarantee that a specific feature, workflow, integration, configuration, report, booking option, notification, email, response, outcome or result will be available to every customer.

Any confirmed service scope will be set out in a written agreement, proposal, order form or similar document.

10. No guarantees

Norcera Pulse is designed to support the way businesses respond to and manage website enquiries.

However, we do not guarantee:

- increased sales;
- increased revenue;

- a specific number of leads;
- a specific conversion rate;
- that every enquiry will become a customer;
- that every lead will be suitable, qualified or genuine;
- that every enquiry, message, notification, booking link, report or summary will be delivered, received, opened, read, acted on or error-free;
- uninterrupted website availability;
- error-free operation;
- compatibility with every third-party website, form, system, calendar, inbox, tool, platform or workflow;
- that any particular business outcome will be achieved.

Your results may depend on factors outside Norcera's control, including your market, offer, pricing, sales process, response quality, availability, website traffic, lead quality, customer behaviour, third-party services and the information submitted through your website or forms.

11. No professional advice

The information on this website is provided for general business information purposes only.

It should not be treated as legal, financial, tax, accounting, compliance, marketing, sales or professional advice.

You are responsible for making your own business decisions and, where necessary, obtaining advice from a suitable professional.

12. External links and third-party services

The website may contain links to third-party websites, booking or scheduling tools, platforms, service providers or social media pages.

These links are provided for convenience only.

We do not control third-party websites or services and are not responsible for:

- their content;
- their availability;
- their security;
- their privacy practices;
- their terms;
- their accuracy;
- any loss or damage caused by your use of them.

You should review the terms and privacy notices of any third-party website or service before using it.

13. Website availability and security

We aim to keep the website available and secure, but we do not guarantee that it will always be available, uninterrupted, error-free or secure.

The website may be unavailable due to maintenance, updates, technical issues, service-provider issues, security incidents, network problems, third-party failures or events beyond our control.

You are responsible for using suitable security measures on your own devices, browsers, networks and systems.

14. Limitation of liability

To the maximum extent permitted by law, Norcera will not be liable for any indirect, incidental, special, consequential, punitive or similar loss or damage arising from your use of the website or reliance on website information.

This includes, without limitation:

- loss of profits;
- loss of revenue;
- loss of business;
- loss of data;

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- loss of goodwill;
 - loss of opportunity;
 - business interruption;
 - system downtime;
 - reliance on website information;
 - use of third-party links or services;
 - failed, delayed, incomplete or inaccurate form submissions;
 - failed, delayed, incomplete or inaccurate reports, summaries, messages or notifications;
 - unauthorised access caused by factors outside our reasonable control.

Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited under applicable law.

15. Indemnity

You agree to indemnify and hold Norcera harmless against claims, losses, damages, costs and expenses arising from:

- your breach of these Terms;
- your unlawful use of the website;
- information you submit through the website;
- your infringement of intellectual property rights;
- your misuse of the website, forms, endpoints, systems or content;
- any harmful, false, misleading or unlawful material submitted by you.

This indemnity applies to the extent permitted by law.

16. Privacy

Your use of the website may involve the processing of personal information.

Our Privacy Notice explains how we collect, use, store, share and protect personal information.

You should read the Privacy Notice together with these Terms.

17. Breach of these Terms

If we believe that you have breached these Terms or used the website in a way that creates risk, we may take appropriate action.

This may include:

- restricting or blocking access;
- removing or deleting submissions;
- refusing to respond to an enquiry;
- reporting unlawful activity;
- taking legal action where appropriate.

18. Changes to these Terms

We may update these Terms from time to time.

The latest version will be published on our website with the updated date shown at the top.

By continuing to use the website after the Terms have been updated, you agree to the updated Terms.

19. Governing law

These Terms are governed by the laws of the Republic of South Africa.

Any dispute relating to these Terms or your use of the website will be dealt with under South African law, subject to any rights you may have under applicable law.

20. Severability

If any part of these Terms is found to be invalid, unlawful or unenforceable, that part will be treated as removed or limited to the minimum extent necessary.

The rest of the Terms will continue to apply.

21. Contact

For questions about these Terms, contact:

Norcera

operated by Marcel Nortje

Email: legal@norcera.co.za

Website: www.norcera.co.za