



Grooming financially  
qualified business leaders

CORPORATE OFFICE: 374 Rivonia Boulevard, Metropolitan Park, RIVONIA, SANDTON.

SANDTON CBD CAMPUS: 36 Wierda Road, Wierda Valley, SANDTON CBD

PARKTOWN CAMPUS: 9 St David's Place, 3rd Floor, St Davids Park, PARKTOWN.

PRETORIA CAMPUS: 1250 Pretorius Street, Block G10, Pro Equity Court, Hatfield, PRETORIA.

Tel: 0861 131 137 Facsimile: 0862 188 713

Email: [enquiries@charterquest.co.za](mailto:enquiries@charterquest.co.za) | [www.charterquest.co.za](http://www.charterquest.co.za)

## 2020 CHARTERBOOKS TERMS & CONDITIONS

CharterBooks, an entity of CharterQuest Financial Training Institute is in the business of supplying exam-focused learning materials to students, retailers as well as universities and colleges. By purchasing any items from our bookstores, the purchaser agrees to be bound by the following standard terms and provisions:

### 1. PAYMENT AND CONFIRMATION OF ORDERS

Payment may be made via Bank Transfer, Branch deposit or via Credit card online into the CharterQuest bank account. Bank transfer details are available on request or on completing your order if 'pay via EFT' or bank deposit option is selected. No cash payments or telephonic orders are accepted. An order confirmation will be emailed within 24-48 hours of receipt of your order subject to receipt of payment.

### 2. DELIVERY POLICY

Subject to availability, fully paid orders will be dispatched within 48 hours as per preferred method of delivery. Our delivery times are within 1 – 4 working days for main city centers and within 5-7 working days for outlying areas in South Africa and internationally. For any delivery option that requires a tracking number, this will be sent to the customer via email once the order is dispatched.

We do not deliver by courier to plots, farms, mines, military bases, major chain stores, power stations, game reserves and lodges, airports or harbours; Should your delivery address fall into one of these categories, you will be liable for the extra costs incurred in delivering or returning the parcel

#### Delivery charge guidelines:

COLLECTION/PLACE	AMOUNT CHARGED
Sanet Str, Northwold Ext 20, Randburg	No Charge
Parktown Campus	No Charge
Sandton Campus	No Charge
Pretoria Campus	No Charge
Courier	Provided on each order



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### 3. REFUNDS, EXCHANGE & CUSTOMER COMPLAINTS:

#### 3.1 EXCHANGE;

In the unlikely event that a customer purchases a wrong item, he/she should notify us within 2 days. Should this be returned in its original/unused condition and in its original package within 3 working days, replacement materials will be issued. The consequent delivery and re-delivery charges for such will be for the customer's account unless the error was from our side. It is the customer's responsibility to package the item securely to ensure that it does not get damaged in transit. After delivery or your collection of the order, a customer may cancel the sale only in accordance with section 3.2 below.

#### 3.2 REFUNDS;

Orders can be cancelled or changed 6 hours before payment is made however, refunds are not accepted once an item has been purchased. In the event of unavailability of items ordered, a cancellation can be requested for which a full refund will be processed into the same bank account from which payment was received. The only other instance in which we provide for a refund is in the unlikely event in which we may have provided you services (or an item) that materially falls below our promised quality standards. The customer in all instances of refunds agrees to co-operate with all the investigations leading to such request by inter alia fully completing our customer complaints form and adhering to our procedures for dealing with customer complaints as published on our website ([DOWNLOAD COMPLAINT FORM](#)). All refunds however arising will only be made into the same bank account from which payment was received and processed mainly as part of our regular month-end payments specifically requested. You agree to report all complaints by first completing the internal customer complaints form and seeking resolution with us prior to approaching any external parties.

### 4. CUSTOMER ACCOUNTS, USE OF WEBSITE & PRIVACY POLICY

Customers who create customer accounts to order books on the website will be prompted to enter personal information to be able to create an account, an email address used to create the account will be used for all order communication. A customer will be required to enter correct log in details for ordering and tracking orders/sales for security purposes. All personal information will be kept strictly confidential as will be guided by our [privacy policy](#).

### 5. ONLINE BOOKSTORE COUNTRY, CURRENCY & PRICES

Payments processed via our available payment methods will be done in South African (ZAR). CharterQuest's Head Office is based at 374 Rivonia Boulevard, Metropolitan Park, Rivonia, Sandton, South Africa.

All prices reflected are inclusive of 14% VAT, but excluding delivery costs.

We endeavor to ensure that the prices reflected on our products are accurate. Due to the number of products we offer from different suppliers, we rely on our suppliers to provide us with accurate pricing and as a result it is possible that erroneous prices may be displayed occasionally.

Our study materials are also sourced from all over the world and the prices reflected may fluctuate with exchange rates and as suppliers change their stock holdings and pricing. The prices reflected on this website does not imply an undertaking by us to maintain that price for a length of time.

In the event of erroneous pricing or stock holding issues that may be from the suppliers end or our end, we may cancel all or part or all of your order and fully refund any payments made towards the affected products. The consequent refund will be made in term of section 3.



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## 6. LIMITATION OF LIABILITY

Our maximum liability under this agreement shall not exceed the value of the transaction/service/product to which such liability arises.

## 7. INTERNATIONAL ORDERS

Order processing for customers outside South Africa may vary due to export restrictions and order delivery times. The customer is required to contact our Bookstores before an international order is placed to confirm of any international restrictions and delivery period of orders.

## 8. GENERIC TERMS AND CONDITIONS

These Terms and Conditions are specific to all your orders from our bookstores. These terms can be updated on our website from time to time at management's discretion. This agreement is separate from any other agreement signed with us and issues arising from this agreement cannot be transferred into another and vice versa.