

# TRANSFORMATION PUBLICATIONS

## Terms and Conditions 2023/2024

Welcome. We are excited to provide quality Afrikaans FAL material to learners! We have a few Ts and Cs which will help things run smoothly.

### Ordering

- Our **ordering season** starts on **1 September 2023** and *extended* until **31 January 2024**.
- **To place your order**, please send an email to [salesnoramel@mweb.co.za](mailto:salesnoramel@mweb.co.za).
- There's a **minimum order** requirement of 5 books per grade.
- Once you've ordered, please **check and confirm** that we've received it and that all the **details are accurate**.
- We'll need your **full business name and details**, including your daytime **delivery address**.
- Don't forget to provide the **name and contact number** of the person in charge of the order.
- Let us know your **office hours**, as well as when you'll be **closing in 2023** and **reopening in 2024**.

### Deliveries

- **Deliveries** commence between **2 and 4 weeks after we've received your payment**. The exact timing can vary throughout the year.
- Please note that **courier fees will be added to all orders**. For an estimate of the shipping cost to your location, just get in touch with us.

### Faulty or incorrect orders

- If you receive any **incorrect orders or faulty books**, please let Transformation Publications know **within 5 working days of delivery**. If we're not informed within this time, we'll assume everything is fine with your order, and any changes after that may incur a charge.
- We **do not accept returns** nor offer refunds.

### Payments and Terms

- Invoices are due on receipt.
- Be aware that our prices and service terms may change.
- To keep up to date with the latest information and updates, sign up for our newsletter on our [website](#).
- Questions about your account? Reach out to Ketula at [salesnoramel@mweb.co.za](mailto:salesnoramel@mweb.co.za)

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We're grateful for your continued support. If you need any assistance, please feel free to contact us.

### **Ketula Melissakis**

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