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Cancellation and Returns Policy

At Impaq, we support your child's learning journey and wish to see your child complete their academic year with Impaq. However, should you wish to return a product or cancel your registration, you may do so, subject to the below terms. This Policy applies to the Products and Services offered by Impaq.

Please note that reactivation is not possible once the application has been cancelled. If the application is cancelled, the registration will need to be redone entirely.

This Policy forms part of the Impaq Terms and Conditions. Therefore, words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.

Impaq's transactions are subject to the Electronic Communication and Transaction Act, no 25 of 2002. This Cancellation Policy uses the provisions of this act as a guideline in respect of all changes and cancellations. The Consumer Protection Act, no 68 of 2008 (CPA) may apply to a particular cancellation, in which case Impaq complies with the provisions of the CPA.

1. Products and package types

1.1 Registration with Impaq

Learner registration with Impaq comprises of the use of Impaq's online platforms and assessments, as well as lesson material and facilitator's guides (printed or electronic) and/or Impaq's online school, based on the selection upon registration.



Please note: E-books refer to books in an electronic format available through the miEbooks app. A combination of e-books and printed books may also be added to the package.

1.2 Supplementary products

Supplementary products include, but are not limited to, Bible Education, Robotics products for various grades, Maths Kits, and more.

These subjects are distributed and sold by Impaq as a third-party distributor.

1.3 Full refund options

Should a supplementary product be cancelled before the product is distributed or access to the product is granted, a full refund will be processed.

If the cancellation form is received within seven (7) days after the client received access to the product and the product was returned unopened in its original packaging within fourteen (14) days, a full refund will be processed.

1.4 Cancellation rejection

If the package and/or content has been opened and/or damaged in any way, the cancellation will be rejected.

The rejected parcel can be collected from the Optimi warehouse in person or via courier. Impaq will not be responsible for the courier fees.

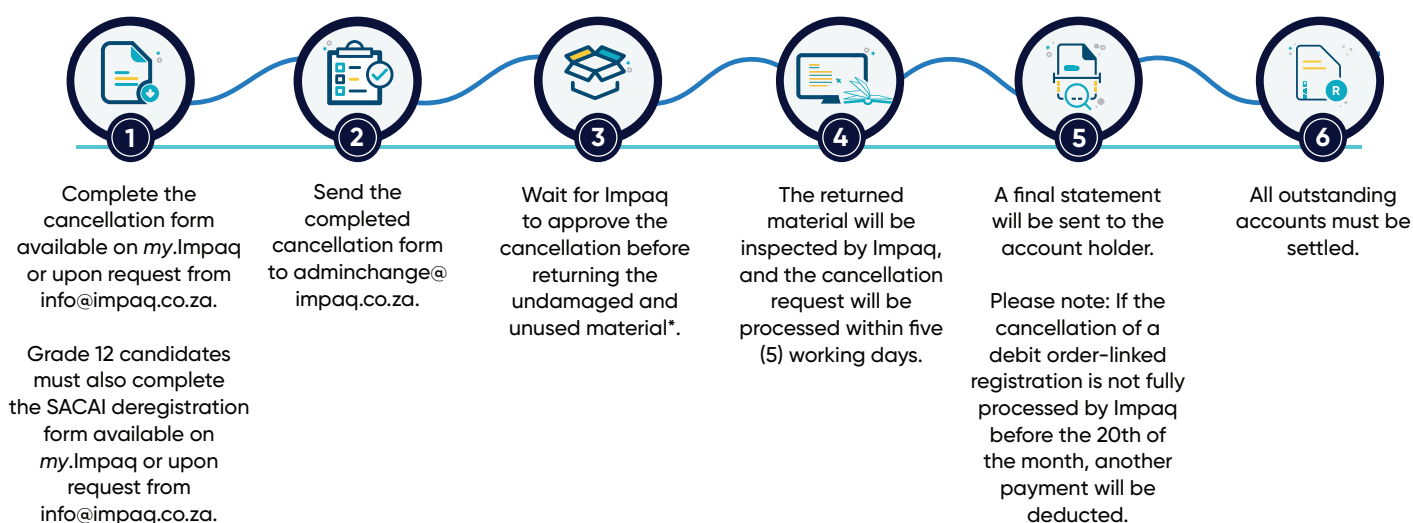
Please note: Supplementary products cannot be cancelled or returned after fourteen (14) days.

2. Cancellation of a learner's registration

A learner's registration with Impaq may be cancelled based on the Cancellation Terms and Conditions as explained in this Policy. Learners registered with Impaq register for the use of Impaq's online platforms and assessments, and they may or may not choose to include either e-books or printed books to their package. Cancelling a learner's registration with Impaq entails the cancellation of access to Impaq's online platforms and assessments, subject to the Terms and Conditions below. A person who cancels a learner's registration may be entitled to a refund based on the conditions provided below.

2.1 The cancellation process

The table below illustrates how the cancellation process works:



*Please note: Unused material constitutes material that is in its original condition and packaging.

2.2 Cancellation terms, conditions, and fees

The cancellation fee is dependent on the date on which the client received access to Impaq's online platforms and/or lesson material either online or in physical format (whichever comes first), as well as the date on which Impaq received the completed and signed **cancellation form**. The Cancellation Terms and Conditions below apply.

Please note: The cancellation fees are calculated based on either the subject(s) being cancelled or the full package fee, depending on the cancellation you require. This includes, but is not limited to, the books, e-books, online assessments, online lessons, the online school and more, provided as part of Impaq's products and services. The cancellation fee excludes all non-refundable items and fees as explained in point 4 of this policy.

2.2.1 Cancellation form received on/before 31 January of the current academic year



Access to e-books and online platforms will be revoked.



Access to online school will be revoked (refer to policy below).



Printed material must be returned undamaged and unused within seven (7) days after approval of return.



Single subject changes/cancellations: Material unused and undamaged: Full refund (no cancellation fee).
Material used and damaged: Cancellation fee of 40% payable on subject price.



Full cancellation: Material unused and undamaged: Full refund (no cancellation fee).
Material used and damaged: Cancellation fee of 40% payable on full package price.

2.2.2 Cancellation form received on/after 1 February of the current academic year

2.2.2.1 Cancellation form received before printed material is dispatched or access to online material or online school is received by the client.








Single subject changes/cancellations: Full refund (no cancellation fee).









Full cancellation: Full refund (no cancellation fee).







2.2.2.2 Cancellation form received within seven (7) days after client has received access to the online platform(s) and/or lesson material.

-  Access to e-books and online platforms will be revoked.
-  Access to online school will be revoked (refer to policy below).
-  Printed material must be returned undamaged and unused within seven (7) days after approval of return.
-  Single subject changes/cancellations: Material unused and undamaged: Full refund (no cancellation fee).
Material used and damaged: Cancellation fee of 40% payable on subject price.
-  Full cancellation: Material unused and undamaged: Full refund (no cancellation fee).
Material used and damaged: Cancellation fee of 40% payable on full package price.







2.2.2.3 Cancellation form received within eight (8) to thirty (30) days after client has received access to the online platform(s) and/or printed lesson material.

-  Access to e-books will be revoked. E-books are non-refundable.
-  Access to online platforms will be revoked.
-  Access to online school will be revoked (refer to policy below).
-  Printed material must be returned undamaged and unused within seven (7) days after approval of return.
-  Single subject changes/cancellations: Material unused and undamaged: Cancellation fee of 15% payable on subject price.
Material used and damaged: Cancellation fee of 40% payable on subject price.
-  Full cancellation: Material unused and undamaged: Cancellation fee of 15% payable on full package price.
Material used and damaged: Cancellation fee of 40% payable on full package price.







2.2.2.4 Cancellation form received between thirty (30) and ninety (90) days after the client has received access to the online platform(s) and/or printed lesson material.

-  Access to e-books will be revoked. E-books are non-refundable.
-  Access to online platforms will be revoked.
-  Access to online school will be revoked (refer to policy below).
-  The return of printed lesson material cannot be accepted.
-  Single subject changes/cancellations: Cancellation fee of 60% payable on subject price. Non-refundable items are charged in full.
-  Full cancellation: Cancellation fee of 60% payable on full package price. Non-refundable items are charged in full.

2.2.2.5 Cancellation form received between ninety (90) and one hundred and twenty (120) days after the client has received access to the online platform(s) and/or printed lesson material.

-  Access to e-books will be revoked. E-books are non-refundable.
-  Access to online platforms will be revoked.
-  Access to online school will be revoked (refer to policy below).
-  The return of printed lesson material cannot be accepted.
-  Single subject changes/cancellations: Cancellation fee of 75% payable on subject price. Non-refundable items are charged in full.
-  Full cancellation: Cancellation fee of 75% payable on full package price. Non-refundable items are charged in full.

2.2.2.6 Cancellation form received after either one hundred and twenty (120) days or after 1 October of the current academic year (whichever comes first).

-  Access to e-books will be revoked. E-books are non-refundable.
-  Access to online platforms will be revoked.
-  Access to online school will be revoked (refer to policy below).
-  The return of printed lesson material cannot be accepted.
-  Single subject changes/cancellations: No refund applicable. 100% of the package price is charged.
-  Full cancellation: No refund applicable. 100% of the package price is charged.

3. Returning products

It is the client's responsibility to return all products undamaged and in their original condition (unused), in their original packaging, within seven (7) days of receiving confirmation that the products may conditionally be returned in line with this policy. The cost of the return will be for the client's own account. The package must be sent to the Optimi warehouse. No returns will be accepted prior to authorisation from Impaq. Should the return be rejected, the client may collect the rejected return from the Optimi warehouse within seven (7) days of the rejection, either in person or via courier. Impaq will not be responsible for the return, the cost of the return, or any loss or damage related to the return.

Clearly mark the package **RETURN** and include the following:

- Student number
- Account Holder name and surname
- Contact details of the Account Holder returning the package

All items must be returned to qualify for the refund as described above. Please note the specific terms and conditions stipulated for returns and that all returns are subject to approval.

4. Non-refundable items

4.1 Non-refundable items and fees

The following items and fees are non-refundable:

- The delivery fee (where applicable).
- Additional costs relating to services and activities (e.g., assessment of practical subjects, social events, electronic lesson material, hard copy examinations), unless otherwise stated.
- Grade 10 to 12: SACAI fees and final examination fees are only refundable if the cancellation is received and processed before 1 March of the academic year. Thereafter, no refunds will be paid in respect of the assessment body registration and examination fees.
- E-books

4.2 E-books

E-books can be accessed only via the e-reader application, and the device used to access the e-books must meet the minimum specifications as stipulated during the online registration process. Once the learner registration application has been submitted and you have chosen to add e-books to your package, it is assumed that you have read and understood the terms and conditions applicable to the access of e-books. The terms and conditions are displayed as part of the online registration process, explained telephonically when registering via telephone, and outlined on the manual registration form.

It remains your responsibility to ensure that your device meets the minimum specifications. E-books cannot be returned, refunded, or replaced should your device not meet the minimum specifications.

E-books cannot be returned, refunded, or replaced except where e-book links or e-books themselves are defective:

- Should you experience any problems in using the link to access, open, or read the e-book, or if the e-book is defective in some other way (missing pages, incorrect book), please report the problem to Impaq no later than three (3) months after the purchase of the e-book.
- Impaq will investigate the possible cause(s) of the problem and how to rectify it. We may need to liaise with our technical team and/or service providers to assess and rectify the problem, or issue you with a new link, or get a replacement e-book of the same title, whatever the case may be.
- If the e-book is defective, we will replace it (if such replacement is possible) or provide you with the printed version of the e-book, where possible.

Please note that if you have chosen e-books but decide to add printed books to your package after the successful registration of the learner, access to your e-books will not be revoked and you will not be entitled to a refund on the e-books purchased.

5. Changing the grade and/or language of lesson material

Changing a grade or the language of the lesson material constitutes a change to be made to the application. The initial application must, therefore, be cancelled. The Account Holder must complete a new application to reregister the learner.

Please note that this entire policy with accompanying fees will apply.

6. Subject changes

When the subject cancellation/change form is submitted, the subjects that are indicated under 'cancelled' will be cancelled on the date as provided on the subject cancellation form. Once the subject(s) is cancelled, the package price will be amended to reflect only the cost of the remaining subjects.

Should a new subject be registered, the Account Holder will receive a quotation from Impaq for the individual subject. The quotation is subject to the individual package price, delivery fee, and material selected. The registration for the new subject will be finalised once the deposit for the selected subject has been paid.

The registration of a new subject is subject to approval and will only be finalised once the total amount payable is settled. This includes any outstanding balances on the account as well as the full deposit. Please refer to the quotation received for the total amount payable.

Please note that the quotation for the new subject is sent separately and DOES NOT form part of the initial payments made to Impaq. The lesson material for the newly registered subject can, unfortunately, not be included in the original package. When the material is ordered, and the invoice is paid, the request for the lesson material is added to the priority list for the warehouse to pack.

For a subject change not to affect a learner's school-based assessment (SBA) mark, they must have complied with all requirements of the subject that is being cancelled before the change can be made and will need to comply with these requirements for the new subject from the date that the subject change is made.

Terms and conditions will have to be accepted if a subject change is requested after the June examination. No subject changes are processed during the June examination.

It will not be possible to provide you with the assessment results (marks) for the cancelled subject(s). No report card for the cancelled subject will be issued. Please contact fet@impaq.co.za for more information.

7. Products damaged during delivery or defective products received by the client

If any product is damaged or defective upon delivery, please notify Impaq in writing by sending an email to info@impaq.co.za within a maximum of seven (7) days of receipt of the product(s). The notification must include photos of the damaged stock. Impaq will endeavour to replace the product as soon as possible. In the case where a replacement is not possible, the product will be refunded. Third-party products might be subject to inspection by the third party.

Failure to report damages and/or defects within seven (7) days will lead to the product(s) not being replaced.

8. Incorrect or missing stock

If any product is not included in the delivery, please notify Impaq in writing by sending an email to info@impaq.co.za within a maximum of seven (7) days of receipt of the product(s). The notification must include the delivery notification and clearly indicate the stock that has not been delivered. Further information might be requested, and it may be subject to investigation.

Failure to report missing and/or incorrect product(s) within seven (7) days will lead to the product(s) not being replaced.

9. Downgrade of lesson material (change from printed books to e-books)

The downgrade of lesson material is considered a cancellation of the registration. The cancellation and returns policy as stipulated from 1 February will be in effect from the date on which access to the material or printed books were received by the client. The registration will be cancelled, and the client will need to reregister for the package they wish to register for. Impaq's sales team will be in contact to assist with the reregistration.

10. Downgrade of package to cancel online schooling

When you cancel your full Impaq package, online schooling will be cancelled as part of this, and the standard cancellation policy will apply.

If a client wishes to only cancel online schooling; and not the full Impaq package, the full registration needs to be cancelled, and the client will need to reregister with Impaq.

The cancellation of online schooling can only be done for upcoming terms according to the Impaq school calendar. Thirty calendar days' notice needs to be given before the start of the new term. A refund will be granted where full payments were made at the beginning of the year. This refund will apply to upcoming terms of schooling.

Full payment clients will receive the following refunds:

- Cancellation for Term 2, 3 and 4: 75% of online schooling fee
- Cancellation for Term 3 and 4: 50% of online schooling fee
- Cancellation for Term 4: 20% of online schooling fee

11. Optimi Campus

Please see the campus cancellation policy available from the relevant campus.

Cancellation with Optimi Campus does not result in automatic cancellation of the standard Impaq package.