

## TABLE OF CONTENTS

Shipping, Delivery, and Collection Policy.....	1
1. Delivery/collection options and cost.....	2
1.1 Important delivery dates for 2022.....	2
1.2 Delivery in South Africa.....	3
1.3 Delivery to Namibia.....	3
1.4 Collection.....	3
2. Changing the delivery address.....	3
3. Items not in stock.....	3
4. Items missing from an order.....	4
5. Damaged items.....	4
6. Annual closure of the Optimi warehouse.....	4

## SHIPPING, DELIVERY, AND COLLECTION POLICY

### 1. Delivery/collection options and cost

Delivery can only be chosen for South Africa or Namibia as Impaq does not deliver to any other country. Packages may also be collected in person or via courier from the Optimi warehouse in Centurion, Gauteng.

Please note that packages are prepared for delivery/collection per student number. Should you have registered more than one learner, packages may not be ready at the same time due to stock availability and processing date (among other factors).

#### 1.1 Important delivery dates for 2022

Parcels for the 2022 academic year will be distributed as per the distribution schedule below. The warehouse will close for distribution and collection on 9 December 2021. Distribution will resume on 4 January 2022. The list below indicates the planned distribution per grade. All dates and guidelines are subject to the annual distribution schedule.

<p><b>Grade R</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>	<p><b>Grade 5</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 22 November 2021.</li> </ul>	<p><b>Grade 10</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>
<p><b>Grade 1</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>	<p><b>Grade 6</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 22 November 2021.</li> </ul>	<p><b>Grade 11</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>
<p><b>Grade 2</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>	<p><b>Grade 7</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>	<p><b>Grade 12</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>
<p><b>Grade 3</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 1 November 2021.</li> </ul>	<p><b>Grade 8</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 25 November 2021.</li> </ul>	
<p><b>Grade 4</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 22 November 2021.</li> </ul>	<p><b>Grade 9</b></p> <ul style="list-style-type: none"> <li>• Language of lesson material: English and Afrikaans.</li> <li>• Distribution date: From 25 November 2021.</li> </ul>	

Please note: Delivery is subject to stock availability.

## 1.2 Delivery in South Africa

Impaq's products are delivered by a third-party courier. Courier fees are not included in the package price but are included in the final quote upon registration. Your order will be processed once the fees (as per the final quotation and agreement) have been allocated to your account. We refer to this as the order date. Packages are generally delivered within seven (7) to ten (10) working days from this date. You will be notified via email and SMS once your package is shipped from the Optimi warehouse. Refer to the delivery schedule when registering between 1 September 2021 and 31 January 2022. You will be able to track your package through the tracking code sent to you. It will also be available on the learner's profile on [my.Impaq](#).

## 1.3 Delivery to Namibia

Impaq's products are delivered by a third-party courier. Courier fees are not included in the package price but are included in the final quote upon registration. Your order will be processed once the fees (as per the final quotation and agreement) have been allocated to your account.

To receive a delivery in Namibia, you will need to:

- complete mandatory export documentation as required by the Namibian authorities,
- complete a document stating that you are a private person (and not a company) importing the books and that you are aware of the delivery that needs to take place at the address provided upon registration,
- provide a certified copy of the receiver's ID as required by the Namibian authorities.

Once all documentation has been received, the package will be shipped. Delivery from this date generally takes place within seven (7) to ten (10) working days. Refer to the delivery schedule when registering between 1 September 2021 and 31 January 2022. You will be notified via email and SMS once your package is shipped from the Optimi warehouse. You will be able to track your package through the tracking code sent to you. It will also be available on the learner's profile on [my.Impaq](#).

## 1.4 Collection

Packages may be collected in person or via courier from the Optimi warehouse in Centurion, Gauteng. Your order will be processed once the fees (as per the final quotation and agreement) have been allocated to your account. We refer to this as the order date. Packages are generally ready for collection within three (3) to five (5) working days from this date. You will be notified via email and SMS once your package is ready for collection. Packages should not be collected before you have been notified that it is ready for collection.

Please note: We require the learner's name, surname, and student number to release the package. For security reasons, please have your ID or driver's licence on hand.

## 2. CHANGING THE DELIVERY ADDRESS

The delivery address cannot be changed once the deposit or full payment has been received by Impaq. The delivery address may be changed before the application is finalised and before the quote has been accepted. The address may also be changed for future orders.

## 3. ITEMS NOT IN STOCK

Our aim is to provide all the items ordered (per learner) simultaneously. Unfortunately, stockouts may occasionally occur. If certain items are not in stock, your package will be held back until the stock is received. Your full package will, however, never be held back for more than seven (7) working days. Your order will, therefore, be partially processed and dispatched as more than one parcel. The items not included in your package will show as 'back order' items on the delivery note. The lead time for the missing items will depend on the supplier's printing schedule. Please take note of the delivery schedule in section 1.1.

#### 4. ITEMS MISSING FROM AN ORDER

It is your responsibility to check carefully that all items (as per the delivery note) have been delivered to you. Should you notice that an item has not been delivered, please notify us within seven (7) days by sending an email to [info@impaq.co.za](mailto:info@impaq.co.za), clearly stating the student number and the missing item codes as per the delivery note. One of our consultants will contact you to assist.

#### 5. DAMAGED ITEMS

It is your responsibility to check that all the items you receive are in good order. Should you notice that an item has been damaged, please notify us within seven (7) days by sending an email to [info@impaq.co.za](mailto:info@impaq.co.za), clearly stating the student number. Please send photographs as proof of the damage when submitting your complaint. One of our consultants will contact you to assist.

#### 6. ANNUAL CLOSURE OF THE OPTIMI WAREHOUSE

Please note that the Optimi warehouse closes in December. The final distribution date for 2021 is 7 December. The warehouse will reopen, and distribution will start on 3 January 2022.