

Terms And Conditions

Detailed description of goods and/or services

The Answer is a business in the education industry that publishes and sells study guides for learners and educators in Grade 10-12.

Delivery policy

Subject to availability and receipt of payment, requests will be processed within 2 days and delivery confirmed by way of fax or text message.

Export restriction

The offering on this website is available to South African clients only. Please contact us for special delivery charges for delivery outside of South Africa.

Return and Refunds policy

The provision of goods and services by The Answer is subject to availability. In cases of unavailability, The Answer Series will post the books to the client as soon as they are available, unless cancelled by the client, in which case the price of the books not sent will be reimbursed in full.

Customer privacy policy

The Answer Series shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:

http://www.polity.org.za/attachment.php?aa_id=3569

Payment options accepted

Payment may be made via Visa or MasterCard credit cards, by EFT transfer into The Answer bank account, or bank deposit into The Answer bank account, the details of which will be provided on request.

Credit card acquiring and security

Credit card transactions will be acquired for The Answer via PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank of South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

Customer details separate from card details

Customer details will be stored by The Answer separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za

Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

Responsibility

The Answer takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

Country of domicile

This website is governed by the laws of South Africa and The Answer chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 12 Highwick Ave, Claremont, 7700, South Africa.

Variation

The Answer may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by DJ Eadie, based in South Africa, trading as The Answer and with VAT registration number 4910109547 and Dave, Anne and DJ Eadie (Director(s)/Member(s)/Owner(s))

The Answer contact details

Support : info@theanswerseries.co.za

Support: (021) 671 0837