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CANCELLATIONS AND RETURNS POLICY

At EXCEED, we support our learners learning progress and wish to see your child complete their year with EXCEED. 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 EXCEED and does not apply to the services offered by EXCEED Online. You are not able to postpone a registration as a new agreement must be entered into each year. The cancellation of products and services are final and ends your agreement with us. Should you wish to use EXCEED's products and/or services in the future, you will need to re-register. This policy forms part of the EXCEED 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. EXCEED'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 EXCEED complies with the provisions of the CPA.

1. Products and package types

1.1 Registration with EXCEED COLLEGE

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

- E-books are books in an electronic format.
- EXCEED COLLEGE's offering does not include the services of a tutor.

2. Cancellation of a learner's registration

A learner's registration with EXCEED COLLEGE may be cancelled based on the cancellation terms and conditions as explained in this policy. Learners registered with EXCEED COLLEGE register for the use of EXCEED COLLEGE's online platforms and/or 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 EXCEED COLLEGE entails the cancellation of access to EXCEED COLLEGE'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 process

If the cancellation of a debit order-linked registration is not fully processed by EXCEED COLLEGE before the 20th of the month, another payment will be deducted.

Send an email to admin@exceedcollege.com to request a cancellation.

If the cancellation request 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 after access to the product was granted, a full refund will be processed.



2.2 Cancellation terms, conditions and fees

The cancellation fee is dependent on the date on which the client received access to EXCEED COLLEGE's online platforms and/or lesson material either online or in physical format (whichever comes first).

This includes, but is not limited to, the books, e-books, online assessments, online lessons, and more, provided as part of EXCEED COLLEGE's products and services.

The cancellation fee excludes all non-refundable items and fees as explained in point 4 of this policy.

EXCEED COLLEGE cannot accept partial returns. Should your cancellation be eligible for return, all products received must be returned in line with the terms and conditions of this policy. Partial returns will be rejected, and the cancellation policy applied in line with non-returns.

2.2.1 Cancellations received on/before 31 January of the current academic year, access to e-books and online platforms will be revoked. Printed material must be returned undamaged and unused within seven (7) days after receiving confirmation from EXCEED COLLEGE that the material is eligible for return. No partial returns will be accepted. 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. Not applicable to GED products and services.

2.2.2 Cancellations received on/after 1 February of the current academic year: Single subject changes/cancellations: Full refund (no cancellation fee). Full cancellation: Full refund (no cancellation fee).

2.2.2.1 Cancellations received before printed material is dispatched or access to online material is received by the client. In the event of the online platforms being accessed or used in any manner or form, this will constitute used material. In such an instance, either the full cancellation of 40% will be applied (in cases where physical products are not returned), or a 10% administrative fee (based on the total package fee) will be levied for the online usage. Access to e-books and online platforms will be revoked. Printed material must be returned undamaged and unused within seven (7) days after receiving confirmation from EXCEED COLLEGE that the material is eligible for return. No partial returns will be accepted. 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 Cancellations 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 and all GED courses are non-refundable. Printed material must be returned undamaged and unused within seven (7) days after receiving confirmation from EXCEED COLLEGE that the material is eligible for return. No partial returns will be accepted. 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. Access to online platforms will be revoked.

2.2.2.4 Cancellations 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 and all GED courses are non-refundable. 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. Access to online platforms will be revoked.

2.2.2.2 Cancellations received within seven (7) days after client has received access to the online platform(s) and/or lesson material. In the event of the online platforms being accessed or used in any manner or form, this will constitute used material. In such an instance, a 15% administrative fee (based on the total package fee) will be levied for the online usage.



2.2.2.5 Cancellations 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. 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. Access to online platforms will be revoked.

2.2.2.6 Cancellations 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 and all GED courses are non-refundable. 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. Access to online platforms will be revoked.

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 GM Business Holdings warehouse. No returns will be accepted prior to authorisation from EXCEED COLLEGE. Should the return be rejected, the client may collect the rejected return from the GM Business Holdings warehouse within seven (7) days of the rejection, either in person or via courier. EXCEED COLLEGE 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:

- Account number (Student ID 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.
- All GED courses, pre-test fees and exam fees.
- E-books



4.2 E-books

E-books can be accessed only via an 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 application for learner registration 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 and/or explained telephonically when registering via telephone.

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 EXCEED COLLEGE no later than three (3) months after the purchase of the e-book.
- EXCEED COLLEGE 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

If the grade and/or language of the lesson material needs to be changed, the current package must be cancelled and the EXCEED COLLEGE cancellation and returns policy will apply, which may incur additional costs.

To change the grade and/or language of lesson material, the account holder must complete a new application to reregister the learner.

6. Subject changes

Changing a subject requires the cancellation of the current subject(s). If you would like to take other subject(s) in the place of the cancelled subject(s), you must register for these new subject(s).

How does this work?

6.1 Cancelling a subject (not applicable to GED)

When you submit the subject cancellation/change form, the below will apply:

- EXCEED COLLEGE will cancel the subjects listed under 'cancelled' on the date provided on the form.
- EXCEED COLLEGE will amend the package price to reflect only the cost of the remaining subjects.
- You will not be able to receive the assessment results (marks) or report cards for the cancelled subject(s).



6.2 Registering a new subject

Should you wish to register a new subject, please indicate this change on the subject cancellation/change form. The Account Holder will then receive a quotation from EXCEED COLLEGE for the individual subject. The quotation is subject to the following:

- the individual package price,
- the delivery fee, and
- the material selected.

The registration of a new subject is subject to approval by EXCEED COLLEGE and will only be finalised once the total amount payable is settled. The total amount payable includes the full deposit and any outstanding balances on the account. Please note that the quotation for the new subject is sent separately and DOES NOT form part of the initial payments made to EXCEED COLLEGE. For a subject change not to affect a learner's school-based assessment (SBA) mark, they must have complied with all the cancelled subject's requirements before the change can be made. The learner will then need to comply with the new subject's requirements from the date the subject change is made. No subject changes are processed during the June examination.

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

If any product is damaged or defective upon delivery, please notify EXCEED COLLEGE in writing by sending an email to admin@exceedcollege.com within a maximum of seven (7) days of receipt of the product(s). The notification must include photos of the damaged stock. EXCEED COLLEGE 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 EXCEED COLLEGE in writing by sending an email to admin@exceedcollege.com 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, printed books or online platforms 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. EXCEED COLLEGE's sales team will be in contact to assist with the reregistration.

