

Shipping, Delivery and Collection Policy

1. Delivery/collection options and cost

Delivery can only be chosen for within South Africa Borders; Packages may also be collected in person or via courier from Mindscape Education warehouse.

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

1.1 Important delivery dates for 2024

Parcels for the 2024 academic year will be distributed from 10 January 2024. Distribution warehouse closes on 15 December 2023 to 8 January 2024.

**Delivery is subject to stock availability.*

1.2 Delivery in South Africa

The delivery fee within South Africa is R500 (VAT incl.) once off for the year, orders will only be processed once the fees have been allocated to your account.

Packages are generally delivered within 7 to 10 working days from payment allocation date.

You will be notified via email and SMS once your package has been dispatched from the collecting courier.

1.4 Collection

Packages may be collected in person or via courier.

Your order will be processed once the fees have been allocated to your account.

Packages are generally ready for collection within 3 to 5 working days from this date. You will be notified via email or SMS once your package is ready for collection.

Packages may not be collected before you have been notified that it is ready for collection.

Please note: We require the learner's Name, Surname, and grade in order for us to release the package.

2. Changing the delivery address

The delivery address cannot be changed once invoiced.

The delivery address may be changed before the application is finalized, 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. In the event that 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 note this is conditional.

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@mindscapeeducation.co.za, clearly stating the student number and the missing item codes as per the delivery note. One of our consultants will be in touch.

5. Damaged items

It is your responsibility to check carefully 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@mindscapeeducation.co.za, clearly stating the student number. Please send photographs as proof of the damage when submitting your complaint. One of our consultants will be in touch.

6. Warehouse annual shut down.

Please note that the warehouse closes during December. The final distribution date for 2023 is 15 December 2023. The warehouse will re-open, and distribution will commence on 10 January 2024.