



Terms & Conditions

Service delivery

CPD lab (Pty) Ltd. reserves the right to change learning event dates at any time without prior notice. Every effort is made to ensure we deliver services to you timeously, however unforeseen circumstances may cause delays. Should we be faced with such an occurrence CPD lab (Pty) Ltd. will contact you via email and provide a revised schedule. Should you not be able to attend on the revised date, you will be accommodated accordingly, see refunds policy.

Refunds Policy

Any cancellation of attendance for a CPD lab registered event within one month or 20 working days, will be fully refunded by CPD lab. Should you for any reason wish to cancel your event registration within two weeks or 10 working days of an event or project commencement date, you will be liable for a 30% of the cost of the registration. Should you cancel within five working days, or one week, you will be liable for 50% of the cost of the registration. There will be NO REFUND should you not attend an event for which you are registered without informing CPD lab prior to the event. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. Should CPD lab (Pty) Ltd change the original date and time of an event for which you have already registered and paid, and you can no longer attend, you will receive a 100% refund.

Payment Options and Pricing

When you click to make a purchase with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any purchase through this site unless you understand and agree all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries please contact us before making any purchase for any service through this website. Order processing will not begin until we receive a confirmed order and full payment.

Credit Card

We accept MasterCard and Visa credit cards. If you do not have a credit card please utilise one of the other payment options, or simply log off and return to the site at a later time to complete your order. All of your order details will be saved online under in the Your Account section available for use whenever you're ready! Sorry for the inconvenience.



EFT (Electronic Fund Transfer)

One of the most widely used ways of sending money online. Once you have added enough items to your shopping cart, proceed to “Checkout” and follow the order processing instructions. Select the option to pay via EFT. You will then have to load CPD lab (Pty) Ltd. as a beneficiary on your internet banking and use the unique order number in the reference line for your payment. This should ensure speedy processing and delivery of your selected products. You may pay for your products through a direct deposit. It’s exactly the same as doing an EFT payment, except you’ll have to go into your bank and physically make your direct deposit there. Please fax through your deposit slip to us on 0866 936 358 or email it to us at billing@cpdlab.co.za to ensure your payment and registration is confirmed as quickly as possible. Our banking details are:

CPD lab (Pty) Ltd.
Absa Classic Business Account (Cheque)
Account number: 4085536153
Branch: Northgate
Branch code: 632005
Reference: Your product SKU code

All transactions will be processed in South African Rands (ZAR). CPD lab (Pty) Ltd. endeavours to offer you competitive prices on current services; your total order price will include the price of the purchase plus any applicable sales tax and shipping charges (on the day of purchase). CPD lab (Pty) Ltd. reserves the right to change pricing at any time without prior notice. Should CPD lab (Pty) Ltd. reduce its price within 10 working days of an event, you are entitled to contact CPD lab (Pty) Ltd. to claim the difference between the higher price you paid and the newer, cheaper price.

For more information about how to order, special order requirements and other payment options, please contact our Support Team on email admin@cpdlab.co.za

Security Policy

Virtual Card Services process all credit card transactions. All credit card transactions are 128 bit Secure Socket Layers (SSL) encrypted. The company registration documents and the site’s registered domain name are checked and verified by Thawte, ensuring the cardholder and merchant that nobody can impersonate VCS to obtain confidential information. Virtual Card Services is committed to providing secure online services. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions. Virtual Card Services internet servers are protected by firewalls and intrusion detection systems. The Merchant does not have access to credit details. Virtual Card Services continually reviews and enhances its security in line with technological changes.

Monitoring

We have the right, but not the obligation, to monitor any activity and content associated with the website. We may investigate any reported violation of these conditions or complaints and



take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the website).

Law

The conditions will be exclusively governed by and construed in accordance with the laws of South Africa whose courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

Updating of these Terms and Conditions

We reserve the right to change, modify, add-to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this website. It is the user's obligation to periodically check these Terms and Conditions at the website for changes or updates. The user's continued use of this website following the posting of changes or updates will be considered notice of the user's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

Consent

I understand that all the designs and trademarks are registered to CPD lab (Pty) Ltd. and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in anyway and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by CPD lab (Pty) Ltd. for any civil action or any legal action deemed necessary against me.

CPD lab (Pty) Ltd. - Contact Details:

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P.O.Box 1301, Northriding, 2162

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084 443 4091

fax: 0866 936 358

Kind regards,

The CPD lab (Pty) Ltd. team