

TERMS and CONDITIONS

About us

Commerce Edge consists of three core divisions that offer focused solutions to meet your unique supply chain and procurement business requirements: **Commerce Edge Training** - Commerce Edge Training offers a range of short courses to enhance skills and increase supply chain and procurement competence in the workplace. These courses are regularly presented publically and can also be tailored for companies as in-house options. **Commerce Edge Academy** is a registered international study centre for the Chartered Institute of Purchasing and Supply (CIPS); an associate of the Da Vinci Institute offering the Supply Chain component of the Da Vinci Institute's B.Com qualification; and an Authorised Education Provider (AEP) for SAPICS. The academy supports students on qualification programmes on an international basis and provides blended-learning tuition at all levels. **Smart Development** focuses on continued professional development of individuals through exposure to online and print publications, procurement and supply chain jobs, conference events, seminars, expos and networking workshops.

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TERMS and CONDITIONS - continue

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2. change these Conditions from time to time, and your continued use of the Website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using the Website.
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We are committed to protecting your privacy. This privacy policy applies to all the web pages related to this website.

All the information gathered in the online forms on the website is used to personally identify users that subscribe to this service. The information will not be used for anything other than which is stated in the Terms & Conditions of use for this service. None of the information will be sold or made available to anyone.

The Site may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Site; the pages that you access while at the Site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the Site, analyze trends, and administer the Site.

We may need to change this policy from time to time in order to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone. Please refer back to this policy

TERMS and CONDITIONS - continue

regularly. If you have any questions or concerns about our privacy policy, please send us an E-mail.

By using this website, you signify your acceptance of our Privacy Policy. If you do not agree to this policy, please do not use our site. Your continued use of the website following the posting of changes to these terms will mean that you accept those changes.

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The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

Third Party Links

In an attempt to provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

Product availability

Lead time is dependent on stock availability. Should we have stock available, orders will be dispatched the same day provided payment is validated/received before 1400 hours.

Should the product not be in stock please allow 10 working days plus freight transit time. This will allow for manufacturing and delivery to our warehouse.

Every effort is made to effect shipment of your order timeously however unforeseen circumstances may cause delays. Should we be faced with such an occurrence Commerce Edge South Africa (Pty) Ltd will contact you via email and provide a revised shipping schedule.

Delivery Policy

TERMS and CONDITIONS - continue

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.

Shipping

SA counter to counter

Please ensure the correct shipping address is provided from the outset as title and risk will pass to you once the order has left our premises.

Undeliverable packages

Occasionally packages are returned to us undeliverable. Should this event take place every attempt will be made to contact you to make arrangements for re-shipment.

Order processing

Order processing will not begin until we receive a confirmed order and full payment.

Refunds/returns Policy

- Payment must be received prior to the event date. We reserve the right to refuse admission if payment is not received on time.
- All bookings carry a 50% cancellation liability immediately after a signed sales contract has been received / online registration. 100% cancellation liability at seven(7) working days.
- Cancellations must be received in writing by e-mail or fax seven(7) working days before the seminar is to be held in order to obtain a credit for any future training/ conference events.
- Important Notice: While every reasonable effort will be made to adhere to the advertising package. Commerce Edge SA Pty Ltd reserves the right to change the event dates, sites or locations, or merge the seminar with another, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that Smart Procurement permanently cancels the seminar for any reason whatsoever, (including part not limited to any force majeure occurrence) and provided

TERMS and CONDITIONS - continue

that the seminar is not postponed to a later date nor is merged with another, the client shall receive a credit note for the amount that the client has paid to such permanently cancelled seminar. No refunds, part refunds or alternative offers shall be made.

- Substitution opportunities to be used at another Smart Procurement seminar is valid for six months.

Payment Options and Pricing

All transactions will be processed in South African Rands (ZAR).

Credit Card

We accept MasterCard and Visa credit cards. You may make payment via our payment gateway on the website.

For more information about how to order, special order requirements and other payment options, please contact our Support Team on 086133 4326.

Security Policy

1. 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.
2. 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.
3. The Merchant does not have access to credit details.
4. 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

TERMS and CONDITIONS - continue

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 Commerce Edge South Africa (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 Commerce Edge South Africa (Pty) Ltd for any civil action or any legal action deemed necessary against me.

Contact Details

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