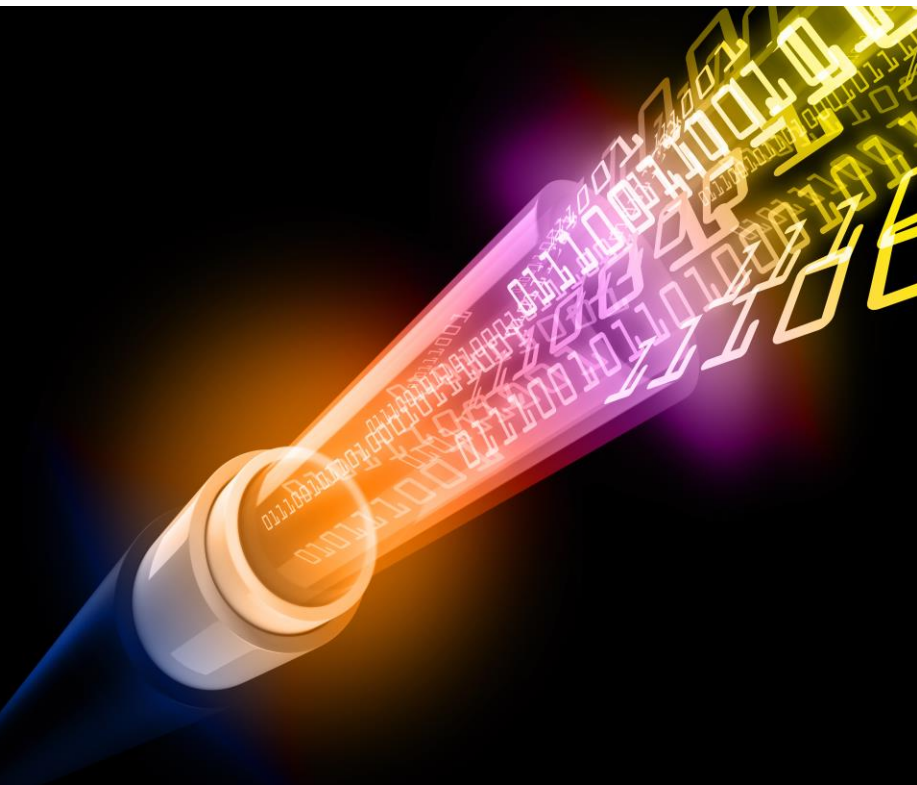


2016

COMPANYS Logistics Plan



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LOGISTICS PLAN

In terms of the delivery of items we have provided an in house service. Please see attached proof of tracking invoice and liability insurance.

Currently SIMPLY IT AND ACCOUNTING SOLUTIONS is located in Durban, Kwa Zulu Natal.

8.1 OUR RETURNS POLICY

We want you to be happy with your purchase. If you are not completely satisfied, you can return the product to us and we will either repair / replace it, or credit your account, subject to the below terms. This Policy applies to products bought from SIMPLY IT AND ACCOUNTING SOLUTION cc itself.

Certain parts of this Policy do not apply to Unboxed Deals, and this is indicated in the relevant sections below. Unboxed Deals are returned products that are offered for sale at discounted prices, because their original packaging is damaged, unsealed or missing, or the products show signs of handling and/or re-packaging.

This Policy forms part of the SIMPLY IT AND ACCOUNTING SOLUTION cc Terms and Conditions, and so 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.

Preparing your products for a return

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products;

- package your products safely and securely for protection during transit;
- clearly mark your return reference number on the outside of the parcel; and
- Include all accessories and parts that were sold with the product.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

1: Unwanted products

You can return an unwanted product to us at no charge, provided:

- it is undamaged and unused, with the original labels and stickers still attached;
- save in relation to Unboxed Deals, it is in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable). Please refer to our FAQs for some examples;
- it is not missing any **accessories or parts**;
- you log a return on the Website within 30 days of delivery to you or collection by you of the unwanted product. After 30 days, you can only return a product if it is defective; and
- it is not one of the products listed below.

Changed your mind?

Where you have changed your mind and would like a credit for a product, you can return it – provided the product is not:

- a digital product such as an eBook, electronic voucher, gaming code or other digital download;
- an audio or video recording or computer software that has been unsealed;
- a newspaper, periodical or magazine;
- a foodstuff, beverage or other product intended for everyday consumption;
- a nursing or maternity product that has been unsealed, including (but not limited to) breast pumps, bottles, formula, maternity underwear, nappies and wipes;
- a beauty product or fragrance which has been used; or
- a product which has been personalised for you or made to your specifications.

Not what you ordered?

If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us and we will collect the product from you at no charge. If the product is missing any accessories or parts, you will need to follow the process set out in section 2 below. Once we have inspected the product and validated your return, we will at your choice deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

2: Products damaged on delivery

Should a product be damaged or missing any parts or accessories at the time of delivery / collection, please notify us within 7 days of such delivery / collection by sending an email to info@simplyitsa.net

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice repair / replace the product as soon as possible (if such repair is possible/ we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).

3: Defective products

We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances. Please refer to our FAQs for some examples.

The following will NOT be regarded as defects and will not entitle you to a return under this section 3:

- faults resulting from normal wear and tear;
- damage arising from negligence, user abuse or incorrect usage of the product;
- damage arising from electrical surges or sea air corrosion;
- damage arising from a failure to adequately care for the product;
- damage arising from unauthorized alterations to the product;
- where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you; and
- in relation to Unboxed Deals, signs of handling and/or repackaging.

Standard Warranty

If you have received a product which turns out to be defective or otherwise of poor quality, please notify us as soon as reasonably possible after you become aware of the

defect or poor quality, but in any event within 6 months after delivery / collection of the product (except in the case of an extended supplier warranty, which is set out below).

You can do so by logging a return on the Website, and we will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice repair / replace the product (if such repair is possible / we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference). If the repair / replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund.

Where there is no extended supplier warranty period, unfortunately we cannot facilitate returns that fall outside of the 6 month period.

Where you request a repair / replacement of an Unboxed Deal and a repair is not possible, we will see if we have a replacement Unboxed Deal product in stock (which is the same product, of the same nature and type, as the one sold), but if we do not, we will credit / refund you. A product in perfect condition (that is not an Unboxed Deal) is not the same product as an Unboxed Deal. This is why Unboxed Deals are discounted, compared to products in perfect condition.

1.1 Extended Supplier Warranty (stipulated on product page)

1.2 A product may have a supplier warranty that extends beyond the 6 month Standard Warranty. If such a product turns out to be defective more than 6 months after delivery / collection, please notify us as soon as reasonably possible after you become aware of the defect, but in any event within the extended supplier warranty period after delivery / collection of the product.

1.3 Unfortunately we cannot facilitate returns that fall outside of the extended supplier warranty period.

1.4 Please note that any extended supplier warranty is subject to whatever terms and conditions the supplier or manufacturer may impose. These are usually stated in a brochure or leaflet inside or on the product packaging. It is your responsibility to make yourself aware of any such terms and conditions.

1.5 It is also important to note that it will be in the supplier or manufacturer's discretion what remedy it can offer you. SIMPLY IT AND ACCOUNTING SOLUTION is under no obligation to provide you with a credit, repair / replacement, as your remedy lies with the supplier or manufacturer. However, since we want your experience to be as good as possible, if the supplier or manufacturer has offered you a repair / replacement within the applicable extended supplier warranty and it takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund directly from us.

1.6 PLEASE NOTE: Unboxed Deals do not have extended supplier warranties and this will be made clear on the product description page.

1.7 4: Charges

- 1.8 If you return a defective product (excluding eBooks) to us, but you fail to return all of the accessories and parts that were sold with that product, we are entitled to (subject to applicable law) to refuse the return, only to replace the item that you did return, or to estimate the value of the missing accessories and parts and only to credit or refund you in respect of the returned item.
- 1.9 If you return a product that does not comply with this Policy, you may be liable to reimburse SIMPLY IT AND ACCOUNTING SOLUTION cc for the cost of collecting the product from you and the cost of having the product returned to you.
- 1.10 Under no circumstances will donations be refunded.
- 1.11
- 1.12

8.2 Goods Delivery

1.13 Returns of Incorrect Goods or incorrect client

If client receives incorrect goods of delivery , they can return an unwanted product to us at no charge, provided:

it is undamaged and unused, with the original labels and stickers still attached;

save in relation to Unboxed Deals, it is in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable). Please refer to our FAQs for some examples;

it is not missing any **accessories or parts**;

you log a return on the Website within 30 days of delivery to you or collection by you of the unwanted product. After 30 days, you can only return a product if it is defective; and

it is not one of the products listed below.

8.3 Goods-in-transit insurance

Goods-in-transit insurance provides financial protection against the loss of, or damage to, goods that are transported as part of your stated business activity.

- What you are covered for

The following goods, which are transported within South Africa and to or from the address noted in your policy schedule, are covered by your business' goods-in-transit insurance:

Raw materials

Goods being manufactured or traded

Goods that belong to someone else for which you are responsible.

Ropes, chains, tarpaulins and packaging material - used to carry the stock during transportation. This includes stock while being carried or loaded and while the vehicle carrying the stock is temporarily stored for no longer than 96 hours.

Loss of damage caused by impact fires or explosions - any acts of nature.

You are protected for any loss or damage caused by fires or explosions, any acts of nature, and accidental and malicious damage.

- **Note: An insurance reference has been provided as proof that Simply IT and Accounting Solutions has insurance cover for goods in transit**

8.4 Claims Process

A claim is a request for payment by the owner of a shipment for loss or damage that occurred during transit. We hope you never need to file a claim with us, but if you do, we will do our very best to process your claim in an expeditious, professional and courteous manner.

How to File Your Claim

Claimant should, within thirty (30) days of delivery of shipment:

Determine the Rand(s) amount of your loss.

Email us on info@simplyitsa.net or fax your goods being claimed on (+27) 865082212

Attach the following documents to support your claim:

Original purchase invoice for the goods.

Proof of payment for delivery or service charges.

Copy of the bill of lading with receipt, waybill and other records indicating the loss or damage.

Estimates or invoices for repair, if applicable.

8.5 Theft/hijacking systems

Crime statistics revealed an alarming increase of 29% in reported vehicle hijackings over the past year, for this reason all our vehicles consist of a vehicle tracking system which enables us to keep track of our vehicle while on the road.

First and foremost you know where all your vehicles are and what they are being used for. A GPS tracking system will tell us at what time the driver started, how long they have been on route and what time driver has reached destination to keep track of particularly valuable assets.

- **Proof of anti-theft/hijacking systems**

We have provided invoice payment of the tracking systems as proof that we have the necessities to provide security in terms of Goods transit.

