



Online Bookstore

Terms And Conditions

TERMS:

By visiting the 10/10 Stationery online store and/or placing an online order, you are deemed to accept these general terms and conditions, which take precedence over any other documents or communications.

BASIS OF AGREEMENT

- To provide the goods and services to the client at the price, the client must accept the goods and services from 10/10 Stationers as specified in the order.
- These terms will govern the agreement and exclude any other terms.
- No modification to these terms will be binding unless agreed to in writing between the client and 10/10 Stationers.
- Employees or agents of 10/10 Stationers are not authorized to make any representations about the goods and services unless confirmed in writing by 10/10 Stationers.
- By entering into this agreement, the client acknowledges that they do not rely on such representations that are not so confirmed.

GENERAL INFORMATION:

- Only electronic web orders will be accepted for Stationery and/or Textbooks
- Parents must resolve any inquiries or problems directly with 10/10 Stationers.
- No refunds will be issued without approval from 10/10 Stationers management.
- Business hours: Monday – Friday 08h00 – 17h00.
- All inquiries may have a possible waiting period of 48 hours.

PACKAGES AND ORDERS:

- Please carefully read the ordering process document on the homepage of the online store to ensure a smooth ordering process.

- Orders placed online will be deemed accepted by 10/10 Stationery unless indicated otherwise by an authorized representative of 10/10 Stationery.
- Parents are responsible for correctly placing their children's orders on the online store.
- If a paid order needs to be cancelled due to circumstances beyond the parent's control, store credit may be granted at the discretion of 10/10 Stationers management. The amount of the store credit will be determined by us, and administrative fees may apply. Any costs incurred for work already performed up to the date of the agreed cancellation will also be charged and deducted before any refunds are issued.
- The client is responsible to 10/10 Stationers for ensuring the accuracy of the terms of any order (including any applicable specifications) submitted by the client and for providing 10/10 Stationers with any necessary information regarding the goods and services promptly to enable 10/10 Stationers to perform the agreement in accordance with its terms.
- The quantity, description, and any specification for the goods will be those set out in the order.
- Any typographical, clerical, or other errors or omissions in any literature, quotation, price list, acceptance of offer, invoice, or other document or information issued by 10/10 Stationers will be subject to correction without any liability on the part of 10/10 Stationers.

PRICES OF PACKAGES AND PAYMENTS:

- No packages will be packed and completed before your online order is fully paid.
- Price includes value-added tax ("VAT").
- Prices may be affected by supplier price increases without prior notice and may affect the price of your package without prior notice to you.
- Accurate information and reference numbers are essential for the successful processing of your order and the allocation of your payment.
- It is your responsibility to immediately inform 10/10 Stationers if any incorrect information/references were sent.
- 10/10 Stationers accepts no responsibility for an order being processed late due to incorrect information provided.
- Electronic Funds Transfer (EFT) payments can take up to 72 hours to reflect in our account.

- Refunds can take up to 14 working days to be processed after approval from the finance office has been received.
- Please note: Fully paid orders made after the specified closing date may experience a possible waiting time longer than previously indicated. As the parent, it is your responsibility to ensure the outstanding balance is fully paid.

LATE ORDERS:

- Orders received after the recommended deadline may have a potential waiting period, and parents will be notified when and where packages will be ready for collection.

PACKAGING OF PACKAGES:

- Warehouse errors must be reported within 48 hours of receiving the package at the bookstore. Packaging errors will be corrected as soon as possible.
- Completion of package packaging may take longer during the festive season.
- Packaging and completion of packages depend on the availability of stock from suppliers.

COLLECTION AND DELIVERY OF PACKAGES:

- Confirmation for collection of packages will be communicated via email or phone call for specific date and specific point of collection.

10/10 Stationers wishes you a prosperous 2026!!