

## **NETWORK TWENTY ONE SOUTH AFRICA REFUND AND EXCHANGE POLICY**

1. **Continuing Education Program:**

The Continuing Education Program agreement shall remain in force until cancelled, by the Purchaser directly to Network 21, in writing, with 20 working days' notice being given.

2. **Damaged Stock:**

Network 21 will exchange any defective goods or goods of an inferior quality within a 6 month period (180 days) from the date of purchase, barring gross negligence on the part of the consumer, please note that this request must be accompanied by the proof of purchase. All damaged stock must be returned to the Johannesburg Network 21 office.

3. **Cooling off period:**

Network Twenty One offers all its new clients (ABO) a "cooling off period" (90 days from the date of registration with N21) this entitles the ABO to try the N21 products and should they then decide not to continue with Network Twenty One they are able to return the goods.

All products returned for a credit are subject to a 10 % handling fee, please note that all shipping costs incurred by Network 21 will be excluded from the credit.

Please be sure to return the product with proof of purchase to the Johannesburg Network 21 office any shipping costs incurred will be for the cost of the ABO.

**Network 21 Johannesburg:-**

20 Devon Place  
Long Meadow Business Estate  
East Wing  
Modderfontein  
P.O. Box 914  
Edenvale  
1610

Credits will be processed within 10 working days after we have received the returned product.

4. **WES / BBS Ticket:**

The Purchase of a seminar ticket is optional. While the techniques and approaches suggested have worked for others, no one can guarantee that these techniques will work for you. We hope, however, that the ideas presented here will assist in developing a strong and profitable business.

Satisfaction guarantee return policy: Network 21 will reimburse the purchaser the cost of a seminar ticket, provided the person returning the ticket is not satisfied, this claim must be processed at the seminar and can only be approved if all conditions are met:-

\*It must be the party's first seminar they have attended

\*The attendee must attend all the sessions

\*The dissatisfaction reason given refers only to the content of the seminar

If the refund is approved a 10% (admin fee) will be charged by Network 21. Refunds for dissatisfied individuals will be given on a one time basis only and such a refund shall be

for the that portion of the cost of the event related to admission of the event, exclusive of the cost of travel, meals or hotel accommodations.

Exchanges from seminar to seminar will only be authorized in genuine cases which are beyond one's control for example: medical reasons and theft in which case the appropriate documentation is to be submitted with each request i.e. a doctor's note / police case number. Requests must be submitted by the Friday after the seminar. **No late requests will be accepted**

All exchange requests must have the necessary paperwork, original ticket and R350.00 admin fee per WES ticket is payable, where a request is submitted due to the death of an immediate family member the admin fee will be waived

Each exchange request will be reviewed separately and once approved the replacement ticket/s will be issued.

If an ABO leaves their WES ticket at home, the ABO will be required to purchase a full price WES ticket at the Weekend Seminar, once the original ticket has been returned to the JHB N21 offices, by no later than the Friday after the event, the ABO will be refunded the full purchase price less R350.00 admin fee.

Please note that a ticket may only be exchanged once i.e. Network 21 will not exchange admin ticket/s for a second event.