

## PRINT

- **Printed new sales & updates**
  - Written communication and return of goods must be received from the consumer within one [1] calendar month from date of invoice.
  - No return of goods will be accepted after one [1] calendar month from date of invoice.
  - Goods returned must be in their original condition and where the goods are not in their original condition, the consumer may be charged a reasonable amount to cover the depreciation of the goods
  - Where goods are returned in their original unopened packaging, the consumer will not be charged any amount provided that such goods are returned one [1] calendar month from date of invoice.
- **Print Subscriptions**
  - Written communication requesting cancellation of subscription must be received from the consumer within one [1] calendar month from date of invoice.
  - A cancellation penalty of 20%, calculated on the total invoiced amount for the goods, shall be charged when a subscription for goods is cancelled.
  - An administration fee of 5%, calculated on the total invoiced amount for the goods, shall be levied at the inception of each subscription for the goods.
  - The administration fee detailed above shall not be charged where the subscription for the goods endures for a continuous period of twelve [12] months. Where a subscription for goods is cancelled prior to the expiry of a continuous period of twelve [12] months, the administration fee shall become due and payable immediately.
- **Imported publications**
  - The supplier shall not accept any returns of imported publications.

## ONLINE

- **New sales**
  - Written communication of cancellation of any order for goods must be received from the consumer within ten [10] working days from date of invoice.
  - A cancellation penalty of 20%, calculated on the total invoiced amount for the goods, shall be charged when a subscription for goods is cancelled.
- **Online Subscriptions**
  - Written communication of cancellation of an online subscription must be received from the consumer within ten [10] working days from date of invoice.
  - A cancellation penalty of 20%, calculated on the total invoiced amount for the online subscription shall be charged when a subscription is cancelled.
  - An administration fee of 5%, calculated on the total invoiced amount for the online subscription shall not be charged where the online subscription endures for a continuous period of twelve [12] months. Where an online subscription is cancelled prior to the expiry of a continuous period of twelve [12] months, the administration fee shall become due and payable immediately.



**LEXISMOBILE ONLY, DUAL MEDIA (LEXISMOBILE AND PRINT MEDIA PRODUCTS) AND TRI MEDIA PRODUCTS**

○ **New sales**

- No returns will be accepted on mobile, dual or tri media subscriptions where the digital product has been either registered or downloaded.
- Written communication of cancellation of a mobile, dual or tri media subscription must be received within ten [10] working days from date of invoice.
- A cancellation penalty of 20%, calculated on the total invoiced amount for the mobile, dual or tri media subscription shall be charged when a subscription for goods is cancelled.

○ **Online Subscriptions**

- No returns will be accepted on mobile, dual media or tri subscriptions where the digital product has been either registered or downloaded.
- Written communication of cancellation of a mobile, dual or tri media subscription must be received within ten [10] working days from date of invoice.
- A cancellation penalty of 20%, calculated on the total invoiced amount for the mobile, dual or tri media subscription shall be charged when a subscription is cancelled.
- An administration fee of 5%, calculated on the total invoiced amount for the mobile, dual or tri media subscription shall not be charged where the subscription endures for a continuous period of twelve [12] months. Where and subscription is cancelled prior to the expiry of a continuous period of twelve [12] months, the administration fee shall become due and payable immediately.