
NEW CUSTOMERS POLICY & PROCEDURES

PRO-FORMA POLICY

Discounts:

- General/Retail: Books/gifts 35%
- Churches: Books/gifts 15%

Minimum order

- Minimum order of R500 after discount, VAT included must be paid in advance

PROCEDURE FOR ORDERS

- The following detail must accompany all first time orders for new customers:
 - Business name and registration number
 - Complete delivery- and postal address (no deliveries are done to a postal address therefore delivery address must be provided)
 - Name and contact details of person responsible for the account (business telephone- and fax number)
- Refer to attached pro forma document for detail of the process

CREDIT TERMS AND PAYMENT (30 day accounts)

- New Business : Accounts will only be considered after the business has been in operation for at least 3-6 months.
- Existing Business' : Accounts will only be considered after at least one cash purchase was made.
- Opening of an account is subject to the approval of the accounts department
- A credit application form must be completed