

## Terms and Conditions for the Maths Helpline Value Added Service

Maths Helpline is a Division of Fernwood Business College (Pty) Ltd (FBC)

1. In addition to the Programme the Client has selected, the Company shall provide a further free service in the form of a telephonic math's helpline ("the Helpline") to all grade 5 to 12 Learners whose parents or guardians have bought the programme.
2. This Helpline will be available to all new and existing Clients who remain compliant with the terms associated with the Helpline.
  - 2.1 The person must be an active client of the Company, if the client was a cash paying client the Helpline will be available for a period of 12 months from date of purchase.
  - 2.2 Not be in arrears with any instalment payments due to the Company, which means no that the client must have paid at least one full instalment payment towards his/her outstanding balance on his account with the Company.
  - 2.3 Should the Client fall into arrears with his/her payments the Helpline service will be suspended until the Client has brought the account up to date.
3. The Helpline will operate during the school terms and not on Official South African public holidays or during official school holidays.
  - 3.1 The Helpline's operating hours are:
    - Monday to Thursday: 16:00 (4 p.m.) to 19:00 (7 p.m.)
    - Fridays: 15:00 (3 p.m.) to 18:00 (6 p.m.)
  - 3.2 The above operating hours may be varied due to demand and operational requirements, please contact us for further information or visit our website.
4. The Helpline will be available to the learner when we have received your first instalment where after the contact details of the Helpline will be SMS'ed to you.
5. The Client or Learner may contact the Helpline when he/she requires assistance with any mathematical problems which they require assistance with, please note the Helpline cannot assist with any account or sales related queries, and clients are limited to 2 maths problems per query, to allows us to assist as many of our clients as possible.
6. The assistance provided by the Helpline will be delivered to the Client/Learners via telephonic support. Clients, Learners may request assistance from the Helpline by sending an SMS, Fax or Email to the Helpline or contact the helpline directly on the numbers and addresses provided upon purchase of the programme , (Standard network rates apply to SMS's and normal telephone charges when phoning the helpline, there are no additional charges).
7. The helpline is manned by quality skilled maths consultants, who are duly qualified to assist learners with maths related problems.

8. Should the Client choose to cancel his/her Agreement with the Company, he/she/the Learner access to the Helpline will be immediately suspended.
9. Initially the Helpline service will be available for a period of 12 months starting from the first day that the services are rendered, however the Company may terminate the Helpline's services rendered at any time before or after the initial 12 month period has lapsed. The Company will not be liable for any losses or inconvenience of any nature suffered by a Client as a result of the termination of the Helpline. Should the Company decide to terminate the math's helpline services, for any reason whatsoever, notice of the termination will be published on the Company's website.
10. The Client agrees to access and use this math's helpline service entirely at his/her/the Learner's own risk. The Company, whilst every effort is made to ensure the quality and accuracy of the information and advice provided, makes no representations or warranties of any kind whether express or implied as to the accuracy of the information and advice supplied by the Helpline service consultants.
11. The Company, its owners, directors, employees, agents and / or representatives shall not be liable for any loss or damage, whether direct, indirect or consequential, or any expense of any nature whatsoever, which may be suffered by the Client, which arises directly or indirectly upon reliance on the information supplied by the math's helpline service consultants.
11. The Company welcomes any feedback, suggestions or comments on the Helpline service, math consultants and these can be sent to: [feedback@help4maths.co.za](mailto:feedback@help4maths.co.za)