

What kind of products does Mindmuzik Media distribute?

Mindmuzik Media distributes psychological and educational assessment instruments, software, books and related resources developed for the needs of professionals in the field of psychology, education, counselling, human resources and career counselling.

Can anyone purchase materials from Mindmuzik Media?

In accordance with the policy of the Health Professional Council of South Africa and the Psychological Society of South Africa your eligibility to purchase psychological assessments is determined on the basis of training and experience. Certain materials are thus available for registered psychologists only, while other materials will be available for registered Counsellors and Psychometrists. Some books and learning support material are available to the public.

You have to be registered at Mindmuzik Media to purchase products. To register we need your official HPCSA number.

Can I reprint, photocopy or translate any of the material?

All products from Mindmuzik Media are protected by Copyright. According to copyright restrictions, photocopying or reproduction or translation of any product distributed by Mindmuzik Media, is strictly prohibited.

ORDERING AND SHIPPING INFORMATION**How do I go about to order material from Mindmuzik Media?**

Once you are registered, you can order Mindmuzik Media products in any of the following ways:

Download the [order form](#) and then fax, scan and email or post it to Mindmuzik Media

Fax: + 27 12 342 2728 / 086 6022936

Email: Send your order to sales@mindmuzik.com

Post: Send your order to: Mindmuzik Media, PO Box 2904, Brooklyn Square, 0075.

Purchases may also be done in person at our office: 140 Gordon Road, Colbyn Pretoria

How do I know how much the material will cost me?

The [pricelist](#) of the local material is available on the website.

International materials' prices could vary due to the fluctuating exchange rate: Please send us your order form or request via e mail and we shall provide a quotation for the material as well as the courier costs.

Orders from individuals must be pre-paid. Please fax or email proof of payment to + 27 12 342 2728 / 086 602936 / sales@mindmuzik.com.

If an order is placed on behalf of a government department, university or company, an official purchase order should be supplied based on the quotation provided. Once we received a copy of the official purchase order, the material will be dispatched.

What are the delivery options?**Standard post:**

This option is the cheaper option but you will have to allow 5-7 days for delivery. We shall provide you with a tracking code and you will be required to collect the material from your nearest post office.

Courier:

The material will be delivered by a courier service. If you choose this option, please indicate the physical address on the order form. Allow 2-3 days for delivery. A tracking code will be provided to enable you to trace the parcel.

Overnight courier:

You can use this service if you need the material urgently. Material (if in stock) will be shipped out on the same day and delivered to your door the following day. We cannot

always guarantee that the material will be in stock. To be able to send your order overnight **we must receive your order and proof of payment before 12:00 on the day of shipment.**

What are the shipping and handling charges?

The charges are influenced by the following:

- the delivery option
- the mass and measurements of the parcel
- the distance
- the proximity or not to the main couriers centers

We liaise with the courier companies to establish prices and indicate this on your quotation.

How do I pay Mindmuzik Media?

You can use one of the following options:

Cheque:

Please make cheques payable to Mindmuzik Media.

Credit card:

Mindmuzik Media accepts all major credit cards. To organise payment, please include the following information:

Credit card number

Expiry date

CCV number

Electronic transfer/ Bank payment:

Use your surname/institution's name and invoice/quotation number as reference. Please fax or e mail proof

of payment.

Account:

For organisations and institutions only. Account orders are dispatched with an invoice. This is due for

payment within 30 days of the date of invoice.

When shall I receive my order?

Smaller orders (which contain only local material) are usually shipped out within a day after we have received proof of payment. Allow for the delivery times as mentioned in the question about delivery options.

We do not always have all the international material in stock and often have to order for you. Please allow **at least 3 weeks** for delivery at the office and then another week for delivery to you. Our processes in this regard are in place, and work well, but unforeseen problems sometimes occur and then it may take longer. In such instances we shall keep you updated.

What is your return policy?

No material may be returned without prior approval. If you receive any incorrect material or quantities, or damaged or defective material, please notify us in writing. Please indicate your name, address, invoice number and reason for return. Send to accounts@mindmuzik.com or to:

Mindmuzik Media

PO Box 2904

Brooklyn Square

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