



Order Terms and Conditions

General

1. 'Caseware Africa' means Adapt IT's legal entity as outlined below, trading as 'Caseware Africa', being a subsidiary of Adapt IT Holdings Proprietary Limited.
2. All prices quoted exclude VAT.
3. 100% payment of the invoiced amount is to be made on presentation of invoice.
4. No orders will be processed, nor will products or services be supplied without receiving the invoiced amount in Adapt IT's bank account (details below).
5. Payments must be made in the currency in which we invoice you.
6. Payment can be made via EFT (Bank details below).
7. In the event where payment is delayed and Adapt IT have increased prices on the goods and services listed above, Adapt IT will provide for an updated invoice and you will be required to make payment on the updated invoiced amount on presentation of invoice.

Licences

1. Failure to pay any outstanding amount due to Adapt IT, will result in your software license being revoked and immediate cancellation of this order and any current licenses.
2. License start dates will commence in relation to the payment date, which is the date the invoiced amount is received in Adapt IT's bank account (details below). Licenses will be valid for a 12-month period, or a pro rata number of months as indicated within the description above. License start dates will commence on the 1st day of the same month as the payment date, where the payment date is before the 21st of the payment date month. Where the payment date is on or after the 21st of the payment date month, license start dates will commence on the 1st of the following month of the payment date.

Annual Licence Renewals

1. The annual renewal fee of your Caseware license will be due within 12 months from the effective date of acceptance of this order form.
2. The annual license fee will be based on Adapt IT license fees applicable at the time of renewal.
3. All prices are subject to an annual price increase.

Services

1. Access to services will be available for a 12-month period in relation to the approval date below, or until the services are rendered, whichever comes first.
2. If the licences in this Order are inclusive of services, such as consulting and training, clauses 3-8 hereunder (under "Services") do not apply. Where services are purchased directly, clauses 3-8 hereunder (under "Services") do apply.
3. Payment can be made via EFT (Bank details below) on receipt of the invoice.
4. Any on-site consulting bookings cancelled or re-scheduled less than 5 days prior to the original dates booked, will be charged the travel expenses incurred/booked at the time as well as 25% of the consulting fee.
5. Payment for any training course is required before the training event. If payment is not received before the training event, the scheduled delegates will unfortunately not be able to join the course.
6. Please note that the training bookings have to be cancelled at least 5 working days prior to the scheduled training event, or penalty fees will apply. Telephonic cancellations of bookings will not be accepted. Please email your cancellation to: casewareafrica.training@adaptit.com.
7. For any non-attendance / cancellation or rescheduling within 5 days prior to the event, a 50% penalty fee per delegate will be charged up to 24 hours before the event.
8. For any non-attendance / cancellation or rescheduling within 24 hours prior to the event, a 100% of the course fee per delegate will be charged.

Customer Registration

1. As part of our customer registration process, we may be required to perform due diligence checks which can include credit checks. For this purpose, we may need to process certain types of personal information and disclose this information to third parties. Adapt IT takes the protection of personal information seriously and we do our best to comply with our data protection obligations. You can read more about how we process your personal information in our privacy policy (refer to link below).
2. Should Adapt IT be required to obtain credit reports, the intended purpose of such credit report is to assess the customer's financial stability to satisfy the contractual obligations in ensuing contracts.
3. By accepting this order form terms, you give consent to Adapt IT to process your personal information to conduct the necessary due diligence checks and authorize Adapt IT to conduct credit inquiries and/or obtain credit reports in respect of your credit profile, as may be necessary, with a credit bureau of its choice.