FaolanIQ Delivery Policy

Last updated: 2026-09-23

This policy explains how you receive what you buy from **FAOLANIQ (PTY) LTD** (registration 2026/456717/07). It forms part of the FaolanIQ Terms and Conditions, published at https://faolaniq.com/legal.

Payment is collected by Faolan Consulting (Pty) Ltd on behalf of FaolanIQ (Pty) Ltd.

1. Digital delivery only

Every FaolanIQ product is delivered online. **We do not sell or ship physical goods.** There are no delivery or shipping charges, and nothing is posted or couriered to you.

2. What you receive and when

Sale mode	What is delivered	How	When
A. Subscription	Access for the seats, packs or tier you paid for	Your account is created or upgraded, or your named users receive invitation emails	Immediately after successful payment, and in any event within 1 business day
A. Free trial (where the product schedule offers one)	A trial account	Sign-up and email verification	Immediately after you verify your email
B. Once-off digital product	A download, a result on screen, or fixed-term access	A download link or access grant by email or in your account	Immediately after successful payment, and in any event within 1 business day. A download link stays active for 30 days
C. Scoped engagement	The services and deliverables in your signed scope	As the signed contract says	As the signed contract says. Paying online does not change any delivery date in the contract

Instant EFT payments usually confirm within minutes. If your bank delays confirmation, delivery starts when payment is confirmed.

3. Confirmation and records

3.1 After every successful payment you receive an email confirmation and a receipt showing the product, quantity, amount, date and payment reference.

3.2 FaolanIQ issues invoices in its own name. Where the product has an account, invoices are also available there.

4. If delivery does not arrive

4.1 If you have paid and have not received access, a download or a confirmation within the times in section 2, email info@faolaniq.com or call +27 82 457 1508 on a business day. Give your payment reference.

4.2 We will fix the problem or refund you in full for the undelivered product.

4.3 If we have not delivered within 30 days of your order, you may cancel and receive a full refund (ECT Act section 46 for consumers; we apply the same rule to every Mode A and Mode B customer).

4.4 For Mode C, late or missing delivery is dealt with under the signed contract.

5. After delivery

For subscriptions, delivery means your access is activated. The product is then available online, subject to planned maintenance and events outside our control (Terms and Conditions clause 13). If a paid product is unavailable for a material period through our fault, see the Refund and Cancellation Policy.

6. Where we deliver

We deliver online to customers in South Africa and elsewhere. Prices are in South African rand. Your bank may charge fees on payments from outside South Africa.

7. Contact

FAOLANIQ (PTY) LTD, 46 Protea Street, Rynoue AH, Roodeplaat, Pretoria, 0035. Contact: Morne Beeslaar. Email info@faolaniq.com. Telephone +27 82 457 1508.

Controls. Intelligence. Delivered.