

SINCE 1998

WISDOM BOOKS

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OUR TERMS & CONDITIONS

1. General

The following terms of service apply to all orders placed by the customer (hereinafter referred to as “you”) with Wisdom Books (Wisdom Books Limited) hereinafter referred to as “WBL” or “we”.

- a) By using this website and/or placing an order you agree to be bound by the Terms of service set out herein (the “Terms”)
- b) Please make sure you have read and understood the terms of service before placing your order.
- c) We reserve the right to amend these Terms from time to time without prior notice to you. The version of the terms that will apply to your order will be those on the website at the time you place your order.
- d) Any court proceedings brought in relation to these Terms must be heard within Nigeria. We are a company registered in Nigeria and the laws of Nigeria apply.
- e) These Terms are only available in the English language

2. Delivery & charges

The delivery charge for each order is priced based on the size or weight of your order or the distance to the delivery location. We aim to process your order within 48hrs following full receipt of payment (the processing times may differ during national public holidays), however delivery to your location will be dependent on your preferred method of delivery. Delivery is provided by a third party organizations and the responsibility for delivery to your location and condition of items/products is passed on to the delivery or logistic organization.

i. Please Note:

- ii. Deliveries to major cities are made on Monday to Friday between 9am to 5pm, excluding National public holidays.
- iii. Deliveries to other cities and some remote locations may take a little longer.
- iv. Multiple items may be delivered in more than one parcel and at different times.
- v. Delivery would only be made to the details/address provided at the time of purchase

3. Ordering/conclusion of contract

- a) The ordering option available to you is on our website, you can order for goods and pick up at one of our locations. Goods ordered would need to be paid in full before pick up is allowed
- b) Once you have placed your order, if you have supplied us with your email address, you will receive an email confirmation. If for any reason we are unable to fulfill your order, we will let you know at the earliest opportunity. If we have already accepted payment for the order, this will be refunded via the payment method used to place the order. Please note we will NOT at any time hand over cash to you or a named representative.
- c) We exercise the utmost diligence in accepting and processing orders and we will endeavor to process your order within 48hrs following the receipt of full payment.
- d) Once you have placed your order and made the associated payments, you will be notified of the arrangements for delivery to your location.
- e) Any items ordered will not be processed until payment is made in full; however the responsibility for delivery to your location and condition of items/products will be passed on to the delivery or logistic organization.

4. Payment Methods

We provide you with a variety of payment options so you can pay using the most suitable option to you. You can choose to use the following authorized payment method: secure payment platform, pay at store or local bank deposit.

Please note that we do not accept cash paid at our office for goods ordered online. You can make your payment at our stores via POS.

5. Security

We take your online security very seriously. Full details of how we protect the information you provide us are given below:

When you place your order, ensure your browser is using our secure web address with https. The secure server software encrypts all information you input before it is sent to us. We comply with standards, procedures and requirements to ensure that your personal information is kept secure and processed fairly and lawfully. For security reasons, we strongly recommend that you do not send credit card numbers via message.

6. Our liability

If we breach these Terms, we shall only be liable for losses which are a reasonably foreseeable consequence of such a breach. Losses are foreseeable where they could be contemplated by you and WBL at the time you place your order.

WBL is not responsible for:

- i. Failure to deliver your goods or meet any of our other obligations under these Terms where such failure is due to an event that is beyond our reasonable control which includes but is not limited to fire, flood, storm, riot, civil disturbance, war, nuclear accident, terrorist activity, pandemics and acts of God.
- ii. Our total liability to you for any loss or damage arising in connection with this agreement shall be limited to the standard fee paid to us or the price of your order if ordered directly through us and payments made directly to us. This excludes any liability or loss once your goods have left our possession and is in transit to your/location/address via the delivery company.

7. Company Information

Wisdom Books Limited
Head Office
1st Floor,
76A Adeniyi Jones Avenue
Ikeja, Lagos

Ikeja Branch
32 Opebi Road
Ikeja
Lagos

Port-Harcourt
No 1 Stadium Road
Port-Harcourt
Rivers State

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THANK YOU!

www.wisdombookslimited.com