

## **SERVICE GUIDE**

## **SERVICE GUIDE**

### **1. LEGAL DOCUMENT ONLINE STORE**

The Kappel Kaufmann Incorporated (“**KK**”) is the easiest way to get standard legal documents fast. KK makes legal documents easily accessible via an online store so that you can get on with your business.

### **2. HOURS OF OPERATION**

KK is open Monday to Friday between 8:30 am and 16:00pm. It is closed on weekend, all public holidays, religious holidays.

### **3. REGISTRATION**

You will be required to register with us by providing the necessary documents as required by the Financial Intelligence Centre Act 38 of 2001 (FICA). Only once you have registered with us and opened an account will you be able to purchase any documents online.

### **4. TIMING**

Upon purchasing a document from KK you will receive a letter from KK via the email address you provided during registration seeking specific information relevant to the document you have purchased. Upon providing KK with the information sought for the document you have purchased KK will provide you with the purchased document within 72 hours.

Please note that KK’s operating hours are between Monday and Friday between 8:30 am and 4:00pm. If you purchase a document on a weekend and/or public holiday and/or a religious holiday you will receive your letter the next working day.

### **5. PAYMENT**

- 5.1. KK accepts payment via all major credit and debit cards as well as electronic funds transfer. Payments will be made via Pay Fast.
- 5.2. An invoice will be sent via email on the same day as payment was received together with the letter referred to in paragraph 4 above

## 6. **COVERAGE AREA**

Please note that this service is only available for use within the Republic of South Africa.

## 7. **PRICE**

Documents are priced according to the time spent on the document as well as the size of the document and intellectual property associate therewith.

The documents are purchased on the Site for a once off fee. Any further advises required will be billed for separately.