



# HOUSE OF GRADUATES

- ▶ **HEAD OFFICE:** 22 Prains Avenue, Glenwood, Durban (off Che Guevera Road, formerly Moore Road)
  - ▶ **TELE:** 031 301 8015 ▶ **FAX:** 086 672 2630 ▶ **WHATSAPP/ SMS:** 076 675 7799 ✉ [ukzn@houseofgraduates.co.za](mailto:ukzn@houseofgraduates.co.za)
  - ▶ **TRADING HOURS:** Mon- Fri, 08h00- 17h00 & Sat, 08h30- 13h00
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## PAYMENT & COLLECTION PROCESS

- The UKZN has provided House of Graduates with the graduand numbers. We therefore have adequate stock and sizes available.
- Our caps are adjustable (one size fits all).

## HIRE PROCESS

- All payments **MUST** be done in advance. Payment can be made:-
  - At our office
  - via EFT or deposit cash at an FNB ATM. **NB: Do not deposit cash in the FNB branch (i.e. over the counter with a teller).** If you are unable to deposit cash via the ATM please pay in cash when collecting your graduation attire at the venue.
  - At the Sports Centre (Westville Campus) on Tuesday, 11 September between 09h00 – 16h00.
- If **HIRING** we require:-
  - Your original proof of payment (reflecting House of Graduate's account number),
  - A copy of your ID,
  - The completed order form, &
  - R300 in cash which will serve as a "security deposit". The R300 "security deposit" will be refunded when the graduation attire is returned. A R15 penalty is levied if your card is used to pay the R300 deposit.
- Do not email/ fax us any documents. The hard copies will be verified upon your collection.
- You must collect your graduation attire on the day of your ceremony 3 hours before the start of the ceremony.
- A fitting is done at the graduation venue upon your collection to ensure you have the correct size.
- Please return the hired graduation attire immediately after the ceremony at the graduation venue. Once the attire is checked your R300 "security deposit" will be refunded to you immediately in cash.

### EARLY COLLECTION: HIRING GRADUATES

- The following categories of graduands may collect their attire from 5 days before the ceremony:-
  - International graduands
  - Graduands with disabilities

### PURCHASING PROCESS

- All payments **MUST** be done in advance. Payment can be made:-
  - At our office
  - via EFT or deposit cash at an FNB ATM. **NB: Do not deposit cash in the FNB branch (i.e. over the counter with a teller).** If you are unable to deposit cash via the ATM please pay in cash when collecting your graduation attire at the venue.
  - At the Sports Centre (Westville Campus) on Tuesday, 11 September between 09h00 – 16h00.
- If **PURCHASING** you can collect your graduation attire any time before your ceremony at Durban office. Alternatively you can collect your attire at the Sports Centre (Westville Campus) from Tuesday, 11 September.
- We require the following on collection:-
  - Your original proof of payment, &
  - A copy of your ID upon collection.
- Do not email/ fax us these documents. The hard copies will be verified upon your collection.

### COURIER WITHIN SA

- An additional fee of R250 is required for postage within South Africa.
- All documents must be emailed to [shawn@houseofgraduates.co.za](mailto:shawn@houseofgraduates.co.za) a minimum of 14 days before your graduation ceremony.
- We require:-
  - Completed order form,
  - Your original proof of payment,
  - Copy of your ID, &
  - Your daytime physical address.
- Once we receive your documents you will receive an acknowledgment email.

- When the attire is dispatched you will receive a 2<sup>nd</sup> email with the parcels tracking details and estimated date of arrival.

#### **WHAT HAPPENS IF I FORGET MY PAYMENT CONFIRMATION WHEN COLLECTING MY GRADUATION ATTIRE?**

- You will be requested to pay again. Please email your original payment confirmation and the newly issued receipt to [irline@houseofgraduates.co.za](mailto:irline@houseofgraduates.co.za).
- An administration fee of R30 will be deducted. Refunds are processed within 7 working days of receiving the correct documents.

#### **AM I REFUNDED IF I DO NOT ATTEND THE GRADUATION CEREMONY?**

- If you are unable to attend your graduation ceremony House of Graduates requires written confirmation from UKZN confirming your non- attendance.
- A R50 cancellation fee applies.

#### **GRADUANDS RESIDING OUTSIDE SOUTH AFRICA**

- Graduands residing outside of RSA are required to make payment in person (i.e. at our store or at the graduation venue) or in advance via Zapper.
- International graduands may collect their attire in advance (hire and sale).
- If you are purchasing and require postage please email [shawn@houseofgraduates.co.za](mailto:shawn@houseofgraduates.co.za) for a quotation.

Please visit our website, [www.houseofgraduates.co.za](http://www.houseofgraduates.co.za) to view our return policy and terms and conditions.