

TalentLoop Digital Delivery / Service Delivery Policy

TalentLoop | Last Updated: 17 September 2026

1. Purpose

This Digital Delivery / Service Delivery Policy explains how customers receive and access digital products purchased through TalentLoop.

2. Digital Delivery

TalentLoop provides digital services. There is no physical product delivery for the online RE5 preparation service. Course and study content is delivered electronically through the TalentLoop website or application.

3. What Customers Receive

Depending on the product purchased, customers may receive study lessons, reading material, video lessons, practice questions, mock examinations, explanations, progress tracking and related learning features. Exact features depend on the purchased product or access plan.

4. Access After Payment

After successful payment confirmation, TalentLoop will create, activate or update the customer's account or product access as applicable. The customer can then log in and access the purchased service.

5. Payment Confirmation

Access may only be activated once TalentLoop has received the necessary payment confirmation from the payment provider.

6. Access Period

Where a product has a defined access period, the applicable period will be communicated before or during purchase.

7. Customer Requirements

Customers are responsible for having a compatible device, internet connection, supported browser and valid account credentials needed to access the service.

8. Access Problems

If a customer has completed payment but cannot access the service, they should contact [Support Email] with their account email and transaction reference. TalentLoop will investigate and take reasonable steps to restore access where the issue is attributable to TalentLoop.

9. No Physical Shipment

The RE5 preparation service is a digital service. Customers should not expect a physical textbook, package or other physical shipment unless a particular product expressly states otherwise.

10. Service Availability

Temporary interruptions may occur because of maintenance, technical problems, hosting issues, network failures or circumstances outside TalentLoop's reasonable control.

11. Support

Customers can contact TalentLoop using the published support email address and telephone number.

12. Contact

Legal Entity Name: [Legal Entity Name]

Email: [Support Email]

Telephone: [Telephone Number]

Website: talentloop.co.za

Company / Trading Name: TalentLoop | Legal Entity: [Legal Entity Name] | Email: [Support Email] | Telephone: [Telephone Number] | talentloop.co.za