SA TENDERS AI

Refund, Cancellation & Delivery Policy

How subscriptions are delivered, cancelled and refunded on SA Tenders AI, in line with the Consumer Protection Act 68 of 2008 and the Electronic Communications and Transactions Act 25 of 2002.

EFFECTIVE	LAST REVISED	REGULATED BY
1 June 2025	23 November 2026	Consumer Protection Act (SA)

1 Overview

SA Tenders AI is a subscription software service. This policy explains how you are billed, how the service is delivered, how to cancel, and when refunds apply. It should be read together with our **Terms of Service**.

SA Tenders AI (Pty) Ltd is the seller. We are responsible for the transaction, for delivering the service you paid for, for customer service and for resolving any dispute about a payment. Stitch only processes the payment on our behalf, on its own secure page; where a refund is due it is returned through Stitch to the original payment method.

Nothing in this policy takes away a right you have under the Consumer Protection Act or the Electronic Communications and Transactions Act.

2 Plans & Billing

- **Free plan:** R0, no payment, no cancellation needed.
- **Starter and Pro:** R399 and R999 a month, paid in one of two ways:
  - **a monthly subscription by card**, charged on the day you subscribe and on the same date every month after that, until you cancel; or
  - **one month paid once** by card, Apple Pay, Google Pay or Capitec Pay, which does not renew: nothing more is charged, and we email you three days before it ends.
- **Moving to a higher plan:** on a subscription you pay only the difference for the days left in the month, then the new price on your billing date; from a month paid once, what its days left are worth is taken off the new plan's price.
- **Temporary free access:** 30 free days of Pro for each registered user, on the terms in section 4 of the **Terms of Service**. No card is asked for, nothing is charged, and it never turns into a paid subscription.

There is no minimum term and no sign-up or cancellation fee. The price shown is the total you pay. Before you pay, the Billing page shows the amount, when you will be charged and how to cancel, and asks you to agree to these terms; we keep a record of that agreement with your payment.

3 Delivery

- **What you receive:** access to the online platform at satendersai.co.za with the features of the plan you paid for. Nothing physical is posted or shipped, and there is no delivery charge.
- **When:** immediately (another month of the plan you are on starts when your current month ends). Your plan is switched on the moment Stitch confirms your payment, and your **Billing** page then shows it as active, with its renewal or end date.
- **Where:** sign in to your account in any web browser. Every member of your organisation receives the plan.
- **If something goes wrong:** if you have paid and your plan is not active, email **support@satendersai.co.za**. We will resolve it within 24 hours. If we cannot, we refund your payment in full.

4 Cancelling a Subscription

You can cancel a Starter or Pro subscription at any time (a month paid once ends by itself and needs no cancelling), and it takes effect as follows:

- **Self-service:** open **Settings → Billing** (or the Billing page) and choose **Cancel subscription**. We immediately tell Stitch to stop future charges.
- **Access continues** until the end of the period you have already paid for. We do not end it early. After that, your organisation reverts to the Free plan.
- **Your vault:** when the paid plan ends, the Free plan's rule applies to your vault, so documents older than 10 minutes are removed (except those added during temporary free access). Download anything you need before then.
- You will not be charged again once cancelled. You can re-subscribe at any time; choosing the same plan again before it ends keeps the days you already paid for.

If you have any difficulty cancelling, email **support@satendersai.co.za** and we will action it for you.

5 Refunds

Because a paid plan is a digital service delivered immediately and continuously, and subject to your rights under the law, subscription fees are **non-refundable for the current period**, and we do not pro-rata refund the unused part of a month after cancellation. Instead, you keep access until the period ends.

A plan you paid for that we cannot switch on within 24 hours of you telling us is always refunded in full (see Delivery above). We also refund:

- A duplicate or clearly erroneous charge.
- A billing error on our side.
- A charge taken after you cancelled.
- A material platform failure that prevented you from using the features of your paid plan for a sustained period, unresolved after you contacted support.
- Any case where the law requires a refund.

A plan pays for access to our software. It does not buy a tender or a tender document, and we cannot promise that any bid will succeed, so a bid that is not successful is not a ground for a refund.

6 Cooling-Off (ECT Act)

The Electronic Communications and Transactions Act (section 44) gives a 7-day cooling-off right for certain electronic transactions. It does not apply to services that began with your consent before the 7 days ended (section 42(2)). When you pay, the Billing page asks you to confirm that your plan should start straight away, and we record that request with your payment. Where a cooling-off right does apply, contact **support@satendersai.co.za** within the statutory window.

7 Failed & Declined Payments

If a recurring payment fails, we will show a notice in Billing and you can retry. If payment is not completed, your organisation reverts to the Free plan at the end of the paid period. Reactivating is as simple as completing a new payment.

8 Questions About a Charge, Refunds & Help

Email **support@satendersai.co.za** with your organisation name, the registered email and a short description. We review requests within 2 business days and, where approved, initiate the refund through Stitch to your original payment method (typically reflecting within 5–10 business days).

If you do not recognise a charge, please contact us before disputing it with your bank: we can usually explain or reverse it faster. Every payment is listed on your **Billing** page.

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