

GOLDEN LOGIC TECH SOLUTIONS (PTY) LTD — REFUND AND CANCELLATION POLICY

1. WEB HOSTING & RECURRING SUBSCRIPTIONS

- **Cancellation Notice:** You may cancel monthly hosting subscriptions at any time via your client portal or by emailing webmaster@goldenlogic.co.za. Cancellation requests require 30 days' written notice.
- **Billing Cycle & Credits:** Upon cancellation, hosting services will remain active until the end of your current paid monthly cycle. No partial, pro-rated, or unused day refunds are issued within a billing cycle.
- **Exclusions:** Domain name registrations, domain transfers, domain renewals, and SSL certificates are non-refundable once processed with the domain registry.

2. CUSTOM PRINTING, SIGNAGE & LASER ENGRAVING

- **Artwork & Proof Approval:** Custom print, signage, laser engraving, and rubber stamp orders cannot be canceled or refunded once artwork proofs have been approved by the client or physical production/material cutting has commenced.
- **Defective Print Jobs:** If a custom product arrives damaged or exhibits a printing error caused by our equipment or layout deviation from the approved proof, you must notify us within 48 hours of receipt. Verified defects will be reprinted at no additional charge or refunded upon return of the defective items.

3. HARDWARE PURCHASES & RETURNS

- **7-Day Return Period (Unopened Goods):** Unopened hardware in its original, sealed packaging may be returned within 7 calendar days of delivery for a refund.
- **Opened or Used Goods:** Opened, unsealed, or custom-configured hardware cannot be returned unless verified as defective under supplier warranty terms.
- **Defective Hardware (Warranty Claims):** Hardware failing within the standard manufacturer warranty period will be sent to the authorized South African distributor or importer for technical assessment, repair, or replacement in accordance with the Consumer Protection Act (CPA).

4. SOFTWARE LICENSES & DIGITAL KEYS

- **Strict Non-Refundability:** Digital software licenses, cloud subscriptions, and product activation keys (including Microsoft Office, Trend Micro, Windows OS, and VPS panel licenses) are strictly non-refundable once generated, emailed, or activated.

5. REMOTE TECHNICAL SUPPORT & LABOR

- **Completed Services:** Technician labor, completed remote support sessions, diagnostic assessments, and IT consulting hours are non-refundable once rendered.
- **Support Session Cancellations:** Scheduled remote support appointments canceled with at least 2 hours' notice are eligible for a full refund or rescheduling.

6. GENERAL REFUND EXCLUSIONS

Refunds will not be granted under the following conditions:

- Accounts or services suspended or terminated due to a breach of our Acceptable Use Policy or Terms and Conditions (e.g., spamming, hosting malicious content, or security violations).
- Third-party vendor fees, courier fees, or bank transaction charges incurred during the initial sale.

7. REFUND PROCESSING & METHOD

- **Processing Time:** Approved refunds will be processed back to your original payment method via Payfast or direct EFT within 7 to 14 business days.
- **EFT Refunds:** For EFT payments, refunds will only be remitted to a verified South African bank account bearing the name of the registered account holder or business entity.