

Refund Policy

1. Our goods

We supply educational and medical awareness-based courses and programs through our website.

2. Read instructions

Please carefully read and follow all instructions that come with our goods. For example, any documents that help you use our goods.

3. Cooling-off period

Section 44 of the Electronic Communications and Transactions Act (ECT Act) may apply to your electronic transactions. If you qualify as a consumer under the Electronic Communications and Transactions Act, you may be entitled to cancel some electronic transactions within seven days, without reason or penalty. Section 44 is only applicable if you are a natural person – in other words, a human being. You must also be the end user of the goods or service. The transaction must be an electronic transaction – a transaction concluded via (in whole or in part) the website, email, or SMS.

4. Our warranty

We warrant that we will provide all our services as soon as reasonably possible after you have informed us that you would like us to begin providing the services.

5. Refund of services in terms of cooling-off period

You may cancel the services we provide to you during the cooling-off period, which is within the seven days of us accepting your request to provide you with the services. After the seven days, we may charge you a cancellation fee for cancelling the service.

6. Pre-payment

If the right to cancel does apply and you have prepaid the price of the services, we will refund you the price of the services within 30 days of the date on which you cancelled the request for services.

7. Services

An unsatisfactory service is one that was not provided in a way or was not of a level of quality that an average person would expect of that type of service. The customer must claim that a service was unsatisfactory.

8. Statutory compensation

We will refund the price of any unsatisfactory service that you submit a successful claim for. Refund claims must follow our refunds procedure below.

9. Choice of compensation

Any customer that is also a consumer under the Consumer Protection Act (CPA) may decide whether we should either, provide them with additional services to remedy or refund them for unsatisfactory service. We will decide how to compensate any of our other customers.

10. Warranty on remedies

We warrant that we will provide all additional services to remedy unsatisfactory services as soon as reasonably possible after you chose for us to, or we decide to remedy any unsatisfactory service.

11. Delays in providing services

We will diligently try to provide the services as agreed. But, there may be delays which are not our fault that prevent us from providing the services. We will notify you of any delays caused by reasons beyond our control within a reasonable time period of when we become aware of them.

12. Assignment of the services

We may assign our rights and duties under the agreement, including our duty to provide the services to you, to any successor or purchaser of our business or some of our assets. Any successor or purchaser will provide alternative services similar to ours that are reasonably accessible to you.

13. Our refunds procedure

You must use our refunds procedure for claiming for unsatisfactory services, or else we may refuse to process the claim. Our refunds procedure is as follows:

- Email your refund claim form to us (using the address below) with your contact details, date and place of purchase, and how and why you believe the services were unsatisfactory. We should contact you with a refund claim number within 24 hours of receipt, otherwise you must contact us to get the number.
- We may tell you that they do not believe you have a claim. In this case we may refuse to pay a refund.
- We will notify you once we have received the refund claim form associated with your claim. We will then investigate as soon as reasonably possible whether the services we provided you were unsatisfactory. We will create a report whether we believe the services were of a level of quality that an average person would expect of that type of service or not.
- If the services were cancelled too late or our report says that we believe the services were of a level of quality that an average person would expect of that type

of service, then we will inform you that we are unfortunately unable to remedy or refund the service. We will send you the written report.

- If our report says that we believe the services were not of a level of quality that an average person would expect of that type of service, then we will contact you and inform you of the next steps.

14. Dispute resolution

If we do not accept that we provided an unsatisfactory service, any customer may still take the matter up with a suitable ombud or other dispute resolution body, or take legal action. The dispute resolution procedures under the CPA do not necessarily apply to all transactions with us. This policy does not exclude any other rights customers may have.

15. Our contact details

Our customers can contact our service department as follows:

- Email address: info@memorability.co
- Postal address: refunds@memorability.co
- Postal address: PO Box 990012, Kibler Park, Johannesburg, 2053.

16. Customer queries and complaints

We aim for complete customer satisfaction. We respect our customers' rights and always try to comply with best practice and all relevant laws. If you are not satisfied with any of our services, or have any questions, please contact our customer services department and have your invoice ready. We will try our best to solve your problem. We are proud of the reputation of our services.