

Refund & Cancellation Policy

neighbourguard.co.za

How to cancel, what you get back, and when — all under the Consumer Protection Act.

COMPLIANCE · 10 OF 14

Version 1.0 — May 2026

Draft for legal review. The pro-rata schedule in §4 needs an attorney's pass against CPA s14(3)(b)(ii) and against the cooling-off provisions of ECTA s44 for direct-marketing-initiated transactions.

Plain-language summary (CPA s22). You can cancel any time. If you cancel within 14 days of signing up you get a full refund. After that you get back the unused portion of what you have already paid, less a 10% reasonable cancellation fee (or nothing if you are within your first month). Refunds reach your bank within 15 business days. Hardware sales follow a different rule — read §5.

This Refund & Cancellation Policy sets out the circumstances in which a NeighbourGuard subscription or once-off payment may be cancelled, and the refund (if any) you receive. It is drafted to comply with the Consumer Protection Act, 68 of 2008 ("CPA"), the Electronic Communications and Transactions Act, 25 of 2002 ("ECTA"), and the National Credit Act, 34 of 2005, where applicable. It forms part of *04 — Terms of Service*.

1 — DEFINITIONS

Cancellation	The end of your subscription — initiated by you or by us under the procedures in §6 (by us).
Refund	A repayment of money you have paid us, paid to the same payment instrument you used to pay.
Service credit	A non-cash credit applied to your next invoice, payable under <i>09 — Service Level Agreement</i> §4.
Pro-rata	A proportional amount calculated by the number of unused days in your prepaid period.
Cooling-off period	The 14-calendar-day window during which you may cancel for a full refund without giving reasons.

2 — HOW TO CANCEL

You may cancel your subscription at any time through any of the following channels:

- **In-portal** — Tenant Administrator > Billing > Cancel Subscription. The portal displays the refund amount before you confirm.
- **By email** — support@neighbourguard.co.za from the email address on the tenant administrator's account, citing the tenant name and reason (optional).
- **By post** — written notice to the registered office on the contact strip below.

Cancellation takes effect at the end of the day on which we receive your request, unless you specify a later effective date.

3 — COOLING-OFF PERIOD (CPA S44 / ECTA S44)

If you signed up as a result of direct marketing (a phone call, an email blast, or a sales-team outbound) you have **14 calendar days** from the day of sign-up to cancel without giving any reason and without penalty. You will receive a full refund of everything you have paid in those 14 days. This right applies once per tenant.

If you signed up unsolicited — by visiting the website on your own and converting through the sign-up flow — there is no statutory cooling-off period, but we still offer a **30-day no-questions-asked refund** on your first paid month as a customer-success measure. After day 30, the pro-rata schedule in §4 applies.

4 — REFUND SCHEDULE

WHEN YOU CANCEL	WHAT YOU GET BACK	NOTES
Within 14 days of sign-up (direct-marketing-initiated)	100% of all fees paid	CPA s44 cooling-off. No questions, no admin fee.
Within 30 days of first paid month (unsolicited sign-up)	100% of the first month's fee	Customer-success grace. Once-per-tenant.
During an unused prepaid period	Unused-days pro-rata, less a 10% reasonable cancellation fee	Calculated as (remaining days ÷ paid days) × monthly fee × 0.9.
During the active month	No refund of the active month	The fee for the current month is earned in full when service is rendered. Subscription does not renew.
We breach the SLA materially	Service credit per 09 — SLA \$4 + pro-rata of unused period if you cancel	You may convert unused service credits to a refund on cancellation.
We terminate for your AUP breach	No refund	Per 08 — <i>Acceptable Use Policy</i> §6.
We discontinue the service	100% pro-rata of unused period	No cancellation fee where the closure is initiated by us.

The 10% reasonable cancellation fee is permitted under CPA s14(3)(b)(ii) and reflects our actual administrative cost of provisioning, training, and account close-out. It is not a penalty.

5 — HARDWARE PURCHASES

Hardware sold by us (siren modules, mounting brackets, accessories) follows a separate rule:

- **Faulty hardware** — full refund or replacement within 6 months of delivery (CPA s56 implied warranty). We pay return shipping.
- **Buyer's remorse, unopened** — return within 14 calendar days of delivery for a refund less the cost of return shipping. Item must be sealed in original packaging.
- **Buyer's remorse, opened** — at our discretion. We may offer a partial refund (typically 70%) or a store credit, depending on condition.
- **Installation services** already rendered are non-refundable once the wireman has signed off the installation certificate.

6 — WHEN WE MAY CANCEL

We may cancel your subscription on 30 calendar days' written notice for any reason. We may cancel immediately, without notice, if:

- You materially breach 04 — *Terms of Service* or 08 — *Acceptable Use Policy*.
- Your payment instrument repeatedly fails and you have not provided a replacement within 14 days of our first notice.
- We are required to do so by law, regulation, court order, or the Information Regulator.
- We discontinue the platform as a whole — in which case we honour §4 row 6.

7 — HOW REFUNDS ARE PAID

Refunds are paid to the same payment instrument you used to pay us, in the same currency. If that instrument is no longer active, we pay by EFT to a South African bank account in the tenant's name. We do not pay refunds in cash. Refunds reach your bank within **15 business days** of the cancellation taking effect, subject to your bank's clearing times.

You will receive a credit-note tax invoice for every refund. Where a refund cancels a previously-issued tax invoice, the credit note will reference the original invoice number and the VAT amount being reversed.

8 — DISPUTES

If you disagree with a refund amount, raise the dispute in writing to support@neighbourguard.co.za within 30 calendar days of receiving the refund. We will respond within 14 business days with our final position. Unresolved disputes may be referred to the Consumer Goods and Services Ombud at www.cgso.org.za, or to the National Consumer Commission at www.thencc.gov.za.

9 — OUTSTANDING AMOUNTS

Where a refund is owed to you, we may set off against it any amount you owe us — including unpaid usage charges incurred above your tier cap (CPA s51-compliant indemnity), or hardware not returned. Any net amount due is paid as described in §7.

10 — UPDATES

We update this policy from time to time. Material changes are notified by email to tenant administrators at least 30 days before they take effect. The policy in force when you sign up applies to that subscription until renewal, after which the current policy applies.

Cancellations & refunds

Email: support@neighbourguard.co.za

Phone: +27 63 594 1451

Hours: 08h00–17h00 weekdays

NeighbourGuard

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NeighbourGuard is a trading name of **Dales Programming and Robotics Club House (Pty) Ltd**, CIPC reg 2023/536470/07. This policy is drafted under the CPA, ECTA, and the laws of the Republic of South Africa, and forms part of 04 — *Terms of Service*.