



Refund Policy

(Vendor's policy on refunds)

In certain instances, Customer may require a refund of amounts paid for the Goods, for reasons set out in this policy. If Customer wishes to receive a refund, they must first [contact](#) the **Customer Relationship Department** of Vendor to request a refund and obtain a Refund Authorisation Number (RAN). If Vendor authorises the refund, Customer must deactivate the Goods registered with Vendor and forward the deactivation notice to Vendor.

Right of cancellation

[Section 44](#) of the [ECT Act](#) may be applicable to a Customer transaction. If you qualify as a consumer under the ECT Act, you may be entitled to cancel some electronic transactions within seven days of receipt of the Goods, without reason or penalty. Section 44 is only applicable if Customer is a natural person - a human being in other words. Customer must also be the end user of the Goods or Services. The transaction must be an electronic transaction – a transaction concluded via (in whole or in part) the web site, email, or SMS. In addition, the right of cancellation does not apply to the electronic transactions set out in [section 42\(2\)](#).

If section 44 of the ECT Act applies and Customer cancels the transaction in terms thereof, Vendor will refund the amounts paid by Customer for the Goods in a manner determined by Vendor, within 30 days of the date of cancellation.

Rejection of EULA

If Customer rejects the EULA, Customer must notify Vendor immediately by [email](#) and indicate that Customer rejected the EULA and wishes to be refunded. Customer must deactivate the Goods and forward the deactivation notice received to Vendor. Vendor will refund the amounts paid by Customer for the Goods in a manner determined by Vendor, within 30 days of the date of notification.

Warranty Refunds

Vendor undertakes (at its option and subject to applicable law) to replace, repair, or refund to Customer amounts paid for any Goods that do not conform to its applicable warranty. Customer must notify Vendor during the applicable warranty period of the non-conformity and if authorised by Vendor, Customer must deactivate the Goods and forward the deactivation notice to Vendor. If Vendor chooses to refund Customer the amounts paid for the Goods, Vendor will refund the amounts paid by Customer in a manner determined by Vendor, within 30 days of notification by Customer.

If Vendor no longer offers the Goods at the special price, Vendor will not replace them, but will refund the amounts paid by Customer.

Deactivation

In the event of Customer not deactivating the Goods after authorisation by Vendor, Vendor may deactivate the Goods.

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