

Refund and Cancellation Policy

Effective Date: 1 May 2025

1. Introduction

Confidance (Pty) Ltd ("Confidance", "we", "us", or "our") is committed to providing high-quality software, hardware, and support services for dance competition management. This Refund and Cancellation Policy outlines your rights regarding cancellations and refunds for purchases made through our platform or directly from our team.

2. Software Subscriptions

2.1 Demo

Where a demo version of one of our products is offered, you may use it free of charge. The demo version will have all the features that a licensed version would have but with limitations on the number of entries or competitions being able to be processed.

2.2 Monthly or Annual Subscriptions

- You may cancel your subscription at any time via your account or by contacting us at andrew@confidance.co.za.
 - No refunds will be issued for partial months or unused portions of the subscription period once payment has been processed.
 - If your subscription is on an annual plan, you may request cancellation within 5 calendar days of payment to receive a full refund, provided you have not actively used the software in that time.
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3. Hardware Sales

3.1 Order Cancellation

- You may cancel a hardware order within 24 hours of purchase provided the item has not been shipped.
- To cancel, contact us at andrew@confidance.co.za or call +27 69 508 5857.

3.2 Returns and Refunds

- You may return hardware within 7 days of delivery if the item is unopened, unused, and in its original packaging.
- A 15% restocking fee may apply.
- Shipping costs are non-refundable, and return shipping is the responsibility of the customer unless the product is defective.
- Refunds will be processed within 10 business days of receiving the returned item.

3.3 Faulty or Damaged Items

- If the hardware is faulty or damaged upon delivery, notify us within 5 days to qualify for a replacement or refund.
 - We will cover shipping costs for verified defective items.
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4. Event Bookings and Services

4.1 Event Services (e.g. Competition Scrutineering or training)

- Event bookings can be cancelled up to 14 days before the event for a full refund.
- Cancellations made less than 14 days prior may incur a 50% cancellation fee.
- No refunds will be issued for cancellations made within 72 hours of the event, except in the case of force majeure or at our discretion.

4.2 Force Majeure

If an event is cancelled or postponed due to circumstances beyond our control (e.g., natural disaster, pandemic, government restrictions), refunds or credits will be assessed on a case-by-case basis.

5. How to Request a Refund or Cancellation

To initiate a refund or cancellation request, please email us at andrew@confidance.co.za with the following details:

- Your full name and contact information
- Order number or invoice reference
- Reason for cancellation or refund request
- Supporting documentation (if applicable)

You may also call us at +27 69 508 5857 for assistance.

6. Processing Time

Refunds will be processed within 10 business days once eligibility is confirmed. Refunds are issued to the original payment method unless otherwise agreed.

7. Contact Us

If you have any questions regarding this policy or need help with a request, please contact:

Confidance (Pty) Ltd

Email: andrew@confidance.co.za

Phone: +27 69 508 5857

Address: 15 Weymouth Place, Beethoven Drive, Walmer Heights, Port Elizabeth, 6070