



THE ACCESS GROUP

100% Youth-Led Digital Consultancy · Rustenburg, South Africa

TAG - POLICY DOCUMENT 2

Cancellation Policy · Refund Policy



POLICY CONTACT DIRECTORY

Use the correct email for your enquiry — our team monitors each inbox

Enquiry Type	Email Address	Response Time
General Enquiries & Orders	info@theaccessgroup.co.za	2 business days
Privacy & POPIA / Data Requests	privacy@theaccessgroup.co.za	30 calendar days
Compliance & Regulatory Matters	compliance@theaccessgroup.co.za	5 business days
Policy Questions & Legal Queries	policy@theaccessgroup.co.za	5 business days
Cancellations	cancellations@theaccessgroup.co.za	2 business days
Refund Requests	refunds@theaccessgroup.co.za	5 business days
Quality Complaints	complaints@theaccessgroup.co.za	5 business days
Billing & Invoice Queries	billing@theaccessgroup.co.za	2 business days
Career Applications	careers@theaccessgroup.co.za	7 business days
Media & Partnerships	partnerships@theaccessgroup.co.za	5 business days

Effective Date
17 June 2026

Jurisdiction
South Africa

Version
1.0 — FINAL

⚠ These policies have been prepared in good faith in accordance with the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002, and the Protection of Personal Information Act 4 of 2013 (POPIA).



CXL

CANCELLATION POLICY

Your rights and our process when cancelling Access Box services

Contact	cancellations@theaccessgroup.co.za
Subject Line	"CANCELLATION — [Your Name] — [Business Name] — [Order Ref]"
Legislation	Consumer Protection Act 68 of 2008 — Section 17 (Right to Cancel)
Acknowledgement	Within 2 business days of receiving your written request

All cancellation requests must be submitted in writing via email to cancellations@theaccessgroup.co.za. Requests via social media, live chat, or verbal communication will not be accepted.

1. COOLING-OFF PERIOD — PRE-COMMENCEMENT CANCELLATION

In accordance with CPA Section 17, you have the right to cancel within 5 (five) business days of the payment date, without penalty, provided: (a) the services have not yet commenced — meaning no regulatory submissions, third-party registrations, or design/production work has been initiated; AND (b) written notice is sent to cancellations@theaccessgroup.co.za within this window.

Where cancellation is received in time and services have not commenced, a full refund, less a 5% payment processing fee, will be issued. Note: Box 1 and Box 2 CIPC/creative body submissions may be initiated within 24–48 hours of receiving your Client Materials. Do not submit documents until you are committed.

2. POST-COMMENCEMENT CANCELLATION

Delivery Stage at Cancellation	Cancellation Outcome	Refund Entitlement
Intake — documents requested, not received	Accepted	Full refund less 5% admin fee
Documents received; work not started	Accepted	Full refund less 10% preparation fee
Work in progress: 0%–50% complete	Accepted — work stops	50% refund less completed work value assessed by TAG



Delivery Stage at Cancellation	Cancellation Outcome	Refund Entitlement
Work in progress: 51%–99% complete	Accepted — work stops	No refund. Completed portion delivered. Remainder forfeited.
Service 100% complete / delivered	Not applicable	No refund. Full delivery confirmed.
Regulatory submission made (CIPC, SARS, bodies)	Accepted — submission cannot be reversed	No refund for submitted regulatory components. Refund may apply to non-submitted components.
Physical branded merchandise produced (Box 6, 7)	Not cancellable once in production	No refund once production has commenced
VIP Summit Ticket allocated (Box 8)	Not cancellable	No refund for confirmed ticket component

3. BOX 4 — RECURRING SUBSCRIPTION CANCELLATION

Box 4 — Access Communication (Monthly, R500/month): You may cancel by providing written notice to cancellations@theaccessgroup.co.za at least 10 calendar days before your next billing date. Cancellation takes effect at the end of the current paid period. No refund is issued for the current billing month. On cancellation, the domain and email hosting cease. You may request your domain authorisation (EPP) code to transfer to another registrar.

Box 4 — Annual Plan (R5,000/year): Treated as a post-commencement cancellation per the table in Section 2, with the delivered-to-date assessment based on the proportion of the annual period elapsed.

4. TAG-INITIATED CANCELLATION

TAG may cancel an order and issue a full refund where: we cannot deliver due to force majeure; the Client provides fraudulent or materially false information; the service would require TAG to facilitate unlawful activity; or the Client fails to provide required materials within 30 days of purchase after two written follow-up notices.

5. SERVICE HOLDS

You may request a pause instead of cancellation by emailing cancellations@theaccessgroup.co.za. Holds are granted at TAG's discretion for a maximum of 60 calendar days. No refund is issued during a hold. Failure to resume within 60 days may result in cancellation per Section 4.



REF

REFUND POLICY

Conditions, calculations, and timelines for all refunds

Contact	refunds@theaccessgroup.co.za
Subject Line	"REFUND REQUEST — [Your Name] — [Order Ref]"
Payment Processor	PayFast (Pty) Ltd, Yoco (Pty) Ltd, PayStack.
Assessment Timeline	Within 5 business days of receiving a complete request

A refund request and a cancellation request are not the same thing. Your refund entitlement is determined by your cancellation eligibility. Read the Cancellation Policy first.

1. REFUND ELIGIBILITY

1.1 Full Refund (less 5% processing fee)

- Cancellation within the 5-business-day cooling-off period AND services have not commenced.
- TAG-initiated cancellation where the inability to deliver is not caused by the Client.

1.2 Partial Refund

- Cancellation after commencement, but with less than 50% of work completed.
- A service delivered that materially does not match the website description, and TAG is unable to remedy the deficiency within a reasonable time.
- A third-party component fails through no fault of either party, and no suitable alternative is agreed upon.

1.3 No Refund

- Service was fully delivered as described on the website.
- More than 50% of service work is completed at the time of request.
- Regulatory submissions made to CIPC, SARS, or other bodies.
- VIP Summit Ticket (Box 8) confirmed and allocated.
- Physical branded merchandise (Box 6/7) produced or dispatched.
- Change of mind after services have commenced with no delivery deficiency.
- Delays caused solely by the Client's failure to provide required documents or information.
- False or misleading information was provided on the order form.
- Box 4 monthly subscription — current billing month in which cancellation is received.

2. REFUND CALCULATION

Scenario	Refund Amount	Deductions
Cooling-off — no work started	100% of purchase price	10% payment processing fee
Documents received; work not started	100% of purchase price	20% admin and preparation fee
Work 0%–50% complete	50% of purchase price	Work-completed assessment + processing fee
Work 51%–100% complete	No refund	N/A
TAG unable to deliver (TAG fault)	100% of purchase price	No deductions
Partial non-delivery of one component	Pro-rata value of undelivered component	Based on component's proportion of total price

The 10% processing fee reflects non-recoverable transaction costs charged to TAG by PayFast, Yoco or PayStack on the original payment. This is cost recovery, not a penalty.

3. HOW TO REQUEST A REFUND

1. Email refunds@theaccessgroup.co.za — Subject: "REFUND REQUEST — [Name] — [Order Ref]"
2. Include: full name, business name, order reference, date of purchase, box purchased, reason for request, and supporting evidence if applicable.
3. For service deficiency claims: describe the issue and attach relevant screenshots or communications.
4. TAG will acknowledge within 2 business days and complete an assessment within 5 business days.
5. You will be notified in writing of the outcome: approved (full or partial), declined, or referred to mediation.

4. PROCESSING TIMELINES BY PAYMENT METHOD

Payment Method	Refund Processing Time
Credit or Debit Card (via PayFast)	5–10 business days (dependent on card-issuing bank)
Instant EFT (via PayFast)	3–7 business days



Payment Method	Refund Processing Time
Bank-to-Bank EFT (manual)	2–5 business days after Client banking details confirmed
SnapScan or Mobicred	5–10 business days via PayFast to original method

5. CHARGEBACKS

TAG requests that clients contact refunds@theaccessgroup.co.za before initiating any chargeback. Unjustified chargebacks will be countered with evidence of delivery. Fraudulent chargebacks will be reported to SAPS and the relevant banking institution. TAG reserves the right to suspend services pending resolution of any chargeback dispute.

6. QUALITY COMPLAINTS

Submit quality complaints to complaints@theaccessgroup.co.za — Subject: "QUALITY COMPLAINT — [Order Ref]". TAG will acknowledge within 2 business days and respond within 5 business days. Where a complaint is upheld, TAG will, at its discretion, redo or correct the deliverable at no cost, or offer a partial credit or refund.

7. CONSUMER RIGHTS

These policies do not limit your rights under the Consumer Protection Act 68 of 2008. You may contact: National Consumer Commission (NCC) — www.thencc.org.za | 012 428 7000; Consumer Goods and Services Ombud (CGSO) — www.cgso.org.za; National Consumer Tribunal (NCT) — www.thenct.org.za.



IO

INFORMATION OFFICER & CONTACT SUMMARY

Your complete reference for all policy and compliance contacts

1. DESIGNATED INFORMATION OFFICER

Information Officer	Lehlohonolo Mmeti
Deputy Information Officer	Botlhale Mosito
Role / Title	Directors
Information Regulator Reg No.	2026-005616
POPIA Email	privacy@theaccessgroup.co.za
Compliance Email	compliance@theaccessgroup.co.za
Business Address	Rustenburg, North West, South Africa
Response Time	Within 30 calendar days for data subject requests
Information Regulator	www.inforeg.org.za inforeg@justice.gov.za 010 023 5207

2. COMPLETE POLICY CONTACT DIRECTORY

Enquiry Type	Email Address	Response	Policy Section
General enquiries & orders	info@theaccessgroup.co.za	2 business days	T&C Section 9
Privacy / POPIA / data requests	privacy@theaccessgroup.co.za	30 calendar days	Privacy Policy
Compliance & regulatory matters	compliance@theaccessgroup.co.za	5 business days	POPIA Statement
Policy questions & legal queries	policy@theaccessgroup.co.za	5 business days	All policies
Cancellations	cancellations@theaccessgroup.co.za	2 business days	Cancellation Policy



Enquiry Type	Email Address	Response	Policy Section
Refund requests	refunds@theaccessgroup.co.za	5 business days	Refund Policy
Quality complaints	complaints@theaccessgroup.co.za	5 business days	Refund Policy §6
Billing & invoice queries	billing@theaccessgroup.co.za	2 business days	T&C §4.3
Career applications	careers@theaccessgroup.co.za	7 business days	Website
Media & partnerships	partnerships@theaccessgroup.co.za	5 business days	Website
Social media / content takedown	info@theaccessgroup.co.za	10 business days	Social Media Policy



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