



Refund Policy for Sax Auto Trading (Pty) Ltd.

Purpose Our refund policy is designed to provide transparency and fairness to our customers. This policy outlines the procedures and guidelines for refunds related to vehicle purchases.

None-refundable.

1. There will be no refund payable to a juristic person (dealership) under no circumstances.
2. Once an advertisement is submitted and processed, it is considered final. Advertisements typically go live within 24 hours of submission.
3. Payments are non-refundable once the advertisement has been published on the Website, regardless of the duration or exposure of the listing.

Refund Eligibility.

4. A 50% refund shall be given to an individual/private user under the following circumstances:
 - 4.1. If the advertisement is not published for an individual within 24 hours of payment for the advertisement.
 - 4.2. If the advertisement is rejected based on the terms and conditions of Sax Auto Trading (Pty) Ltd.
 - 4.3. If the customer cancels 12 hours before the advertisement goes live.
 - 4.4. No refunds or credits will be issued for the unused portion of a replaced advertisement, even if it was removed before its full term expired.
 - 4.5. We also reserve the right to determine the eligibility for any discretionary refunds on a case-by-case basis, except as otherwise required by law or by the terms above.
5. A full refund if customers has made an overpayment, customers who have made an overpayment will be eligible for a refund of the excess amount.

6. **Refund Process.**

- 6.1. Refund form attached below: Customers must submit a written request for a refund to info@saxautotrading.com
- 6.2. Documentation: Customers must provide necessary documentation, such as proof of payment and identification and any other proof that may be required.
- 6.3. Refund processing: Refunds will be processed within 72 hours of receiving the request and documentation.



REFUND FORM.

CUSTOMER'S ACCOUNT: _____

CUSTOMER'S NAME& SURNAME : _____

CELLPHONE NUMBER : _____

POSTAL ADDRESS : _____

BANKING DETAILS REQUIRED FOR REFUNDS:

Name of Banking Institution : _____

Account in the name of : _____

Branch Code : _____

Account Number : _____

Branch Name : _____

Type of Account : _____

Attach a valid proof of bank confirmation letter that is not older than 3 months.

Select reason for refund:

☐

Cancellation by customer

☐

Cancellation by service provider.

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Refund for overpayment by customer

DATE: _____

CUSTOMER SIGNATURE

DATE: _____

SERVICE PROVIDER SIGNATURE