



# REFUND POLICY

EFFECTIVE DATE: 20 FEBRUARY 2025

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Softkings Academy is committed to fair refund practices in line with the Department of Higher Education and Training (DHET), QCTO, MICT SETA, Services SETA, and the Consumer Protection Act (CPA), 2008. This policy outlines the conditions under which refunds may be granted.

## 1. General Refund Principles

1. Refunds are processed to ensure fairness to learners while maintaining operational sustainability.
2. The deposit is non-refundable. A full refund, excluding the deposit, will be issued within 14 business days of cancellation.

## 2. Cooling-Off Period

1. Per Section 16 of the CPA, learners may cancel enrollment within 7 business days of signing the Learner Agreement, provided no classes have been attended.
2. The deposit is non-refundable. A full refund, excluding the deposit, will be issued within 14 business days of cancellation.
3. This applies to both online and in-person courses.

## 3. Withdrawal After Cooling-Off Period

1. Withdrawals after the 7-day cooling-off period are not eligible for refunds, except under exceptional circumstances (see Section 4).
2. Fees paid are forfeited if the learner has attended any classes or accessed course materials, per MICT SETA and Services SETA guidelines.
3. Written notice of withdrawal must be provided, effective from the date received by Softkings Academy.

## 4. Exceptional Circumstances

1. Refunds beyond the cooling-off period may be considered for serious illness, death, or other unforeseen events, at the discretion of Softkings Academy management.

2. Requests must include supporting documentation (e.g., medical certificate) and be submitted within 30 days of the event.
3. Approved refunds will be prorated based on unattended course portions, less the deposit, and processed within 14 business days.

## **5. Course Cancellation by Softkings Academy**

1. If a course is cancelled due to insufficient enrollment or unforeseen circumstances (e.g., force majeure), learners will receive a full refund, including the deposit.
2. Alternatively, learners may transfer fees to another course of equal value, subject to availability.
3. Refunds will be processed within 14 business days of cancellation notice.

## **6. Non-Refundable Items**

1. Deposits (e.g., R1500) are non-refundable unless the course is cancelled by Softkings Academy or mandated by CPA Section 17 (right to cancel advance bookings).
2. Course materials, once accessed or distributed, are not refundable.
3. Exam or certification fees paid to third parties (e.g., CompTIA, Cisco, Microsoft) are subject to their refund policies.

## **7. Refund Process**

1. Submit refund requests via email to [info@softkingsacademy.co.za](mailto:info@softkingsacademy.co.za) with your full name, course details, and reason for refund.
2. Refunds are processed to the original payment method within 14 business days of approval.
3. Processing times may vary due to bank procedures beyond our control.

## **8. Compliance with Regulations**

1. This policy adheres to the CPA, 2008, ensuring consumers' rights to fair treatment and cancellation where applicable.
2. It aligns with DHET, QCTO, MICT SETA, and Services SETA guidelines on learner funding and program delivery.

## **9. Disputes**

1. Refund disputes will be addressed through internal review by Softkings Academy management.

2. Unresolved disputes may be escalated to the DHET, QCTO, or National Consumer Commission per South African law.

## **10. Contact Information**

Email: [info@softkingsacademy.co.za](mailto:info@softkingsacademy.co.za)

Phone: +27 12 004 3732

Address: 58 Columbia Road, Clubview Forum, Clubview, Centurion, South Africa

For Attention: Mr Daniel Mahlaule