

Wind Up

Refund Policy for Wind Up (Pty) Ltd

Company Name: Wind Up (Pty) Ltd

Registration Number: 2016/074955/07

Website: www.windup.co.za

This Refund Policy outlines the terms under which refunds may be issued for services provided by Wind Up (Pty) Ltd ("Wind Up," "we," "us," or "our"). We are committed to transparency and compliance with South African consumer protection laws, including the Consumer Protection Act (CPA).

1. General Refund Policy

Wind Up (Pty) Ltd offers specialized business liquidation and winding-up services. Due to the nature of these services, once initiated, they involve specific, non-recoverable costs and significant time investments. As such, refunds may be limited under certain conditions.

2. Cooling-Off Period

In accordance with the Consumer Protection Act (CPA), clients are entitled to a **5-business-day "cooling-off" period** for services purchased through electronic communication or any other form of direct marketing.

2.1 Cooling-Off Period Terms

- Applicability:** The cooling-off period applies only to services purchased through direct marketing channels and begins from the date of service agreement acceptance.
- Refund Requests:** To qualify for a refund during the cooling-off period, clients must notify us in writing at support@windup.co.za within 5 business days.
- Refund Processing:** Refunds requested within the cooling-off period will be processed within 2 days of receiving the written request. The full amount paid will be refunded, minus any administrative fees, if applicable.

3. Non-Refundable Services

Certain aspects of our services are non-refundable due to the immediate nature of costs incurred. These include:

- Consultation Fees:** Any fees for initial consultations are non-refundable once the consultation has been completed.

- **Document Preparation Fees:** Fees associated with the preparation of legal documents, filing with authorities, and document review are non-refundable once work has commenced.
- **Third-Party Costs:** Any costs paid to third parties on your behalf (such as filing fees or annual returns paid, on behalf of the client) cannot be refunded once incurred.

4. Refunds Outside the Cooling-Off Period

If you are dissatisfied with our services after the cooling-off period has ended, please reach out to us to discuss your concerns. Refunds outside the cooling-off period are evaluated on a case-by-case basis, depending on the nature of the service and the work completed.

4.1 Conditions for Partial Refunds

1. **Scope of Services Rendered:** Refunds may be issued for portions of the service not yet completed if work has been paused or terminated by mutual agreement.
2. **Refund Processing Timeline:** Approved refunds will be processed within 30 days from the date of mutual agreement.

5. How to Request a Refund

To request a refund, please follow these steps:

1. **Contact Us in Writing:** Send an email to support@windup.co.za with your refund request, including your service agreement number, full name, and a brief description of the reason for the request.
2. **Provide Supporting Information:** Attach any relevant documents or communication records to facilitate the review of your request.
3. **Await Confirmation:** Our team will review your request and provide a response within 5 business days. If additional information is required, we will contact you for further clarification.

6. Exceptions to Refunds

Refunds are not granted in the following circumstances:

1. **Completion of Services:** If the requested service has been fully completed, no refund will be issued.
2. **Withdrawal of Request:** If you decide to withdraw from the service after work has commenced and without prior agreement, no refund will be issued.
3. **Policy Violations:** Refunds will not be issued if the refund request is based on activities or violations contrary to the terms outlined in our Terms of Use or Service Agreement.

7. Contact Information

If you have questions about this Refund Policy or wish to discuss a refund request, please contact us at:

Wind Up (Pty) Ltd

Registration Number: 2016/074955/07

Email: support@windup.co.za

Address: 406 Vista Drive, Faerie Glen, Pretoria, 0081.

Website: www.windup.co.za

By engaging with our services, you acknowledge that you have read, understood, and agreed to this Refund Policy. Wind Up (Pty) Ltd reserves the right to update or modify this Refund Policy at any time without prior notice. Please review this policy periodically for updates.