

Refund Policy – Self-Care Pause

Effective Date: 12 January 2026

1. Compliance with the CPA and ECTA:

This Refund Policy is aligned with the Consumer Protection Act (CPA) and the Electronic Communications and Transactions Act (ECTA) of South Africa. Our goal is to provide transparency and protect the rights of our customers, while clearly outlining the procedures for returns, cancellations, and refunds.

a. Direct Marketing:

Consumers who purchase products or services due to direct marketing have the right to cancel the transaction within 5 business days of receiving the product or entering into the agreement. A full refund will be issued within 20 business days of cancellation notice.

b. Electronic Transactions:

Under ECTA, customers who purchase goods online are entitled to cancel the transaction within 7 days of receipt of the goods, without penalty. The only cost incurred will be the return shipping charges.

c. General Returns:

The CPA allows returns of goods that are defective, unsafe, or unsuitable for the intended purpose. Returns must be initiated within 30 days of receipt.

2. Key Elements of Our Refund Policy:

a. Eligible Products:

Refunds are available for digital products that have not been downloaded, accessed, or used.

b. Return Timeframe:

- 7 days for online purchases under ECTA
- 5 business days for direct marketing transactions under CPA
- 30 days for defective or unsafe goods under CPA

c. Condition of Returned Items:

Products must be unused, in original condition, and include all packaging and documentation.

d. Return Process:

To initiate a return or cancellation, email amo.ngoepe@gmail.com with your name, order number, and reason for return. We will guide you through the next steps.

e. Refund Methods:

Refunds will be processed using the original method of payment. Please allow up to 20 business days for processing.

f. Restocking Fees:

No restocking fees apply unless otherwise specified for specific product lines. Any such fees will be communicated clearly at the point of sale.

g. Shipping Costs:

Customers are responsible for return shipping fees unless the item is defective or incorrect.

3. Direct Marketing Considerations:

a. Cooling-Off Period:

All direct marketing transactions have a 5-day cooling-off period. During this time, customers may cancel and receive a full refund.

b. Cancellation Notice:

Send cancellation requests to amo.ngoepe@gmail.com. We recommend using the subject line "Cooling-Off Cancellation" for quicker processing.

c. Prompt Refunds:

Refunds for direct marketing cancellations will be issued within 20 business days.

4. Special Considerations for Digital Products:

a. Digital Downloads:

Refunds are not provided once digital products have been downloaded or accessed unless the content is defective or inaccessible due to our error.

b. Software & Subscriptions:

For subscriptions, cancellations must be requested before the renewal date to avoid charges. Partial refunds are not offered for mid-cycle cancellations.

5. Legal Advice:

While this policy is designed to align with South African law, we advise seeking legal consultation for complex cases or disputes. We are committed to resolving issues fairly and promptly.

For questions, contact our support team at amo.ngoepe@gmail.com.