

Cancellation Policy – Self-Care Pause

Effective Date: 12 January 2026

This Cancellation Policy is aligned with the Consumer Protection Act (CPA) and the Electronic Communications and Transactions Act (ECTA) of South Africa. It outlines your rights as a consumer and our responsibilities as a supplier when cancelling transactions, bookings, or purchases.

1. Cooling-Off Period for Direct Marketing:

In accordance with the CPA, customers have the right to cancel any transaction concluded due to direct marketing within 5 business days without providing a reason or incurring a penalty. Notification must be provided in writing to amo.ngoepe@gmail.com.

2. Online Transactions (ECTA Compliance):

Under ECTA, consumers have a right to cancel any online transaction within 7 days of receiving the goods or concluding the agreement. No cancellation fees will be charged during this period. The only cost to the consumer may be the direct cost of returning the goods.

3. Notice of Cancellation:

To cancel an agreement, send an email to amo.ngoepe@gmail.com within the applicable cooling-off period. Please include:

- Full name
- Order or booking reference number
- A clear indication of your intention to cancel

If physical goods are involved, they must be returned within 10 business days of cancellation notice.

4. Payment Refunds:

Payments made for cancelled transactions will be refunded within 20 business days of receiving the cancellation request and returned goods (if applicable). Refunds will be made using the same method used for the original transaction.

5. Cancellation Fees:

We reserve the right to impose a reasonable cancellation fee under the following circumstances:

- For reservations or bookings of services already scheduled.

- For special goods ordered specifically for the customer.

No cancellation fees apply for cancellations within the cooling-off period.

6. Special Goods:

Custom-made or personalized items may incur cancellation charges if production has already started or materials have been sourced. Details will be communicated clearly at the point of purchase.

7. Reasonable Costs:

The customer is responsible for the reasonable cost of returning any goods unless they were defective, incorrectly delivered, or do not meet the described purpose.

8. Unsolicited Goods and Communications:

Customers have the right to reject and opt out of receiving unsolicited goods or marketing communications. Please notify us at amo.ngoepe@gmail.com to exercise this right.

9. Transparency and Accessibility:

This policy is publicly available on our website and can be provided in writing upon request. We are committed to fair practices and to complying with all relevant consumer protection laws.

For more information or assistance with your cancellation, please contact our support team at amo.ngoepe@gmail.com.