



RETURNS AND REFUNDS POLICY

1. INTRODUCTION

- 1.1. The Returns and Refunds Policy of Firstassist outlines the procedures and guidelines for refunds in terms of services requests made through Firstassist. The Policy is designed to ensure Customer Satisfaction, provide clear instructions for refunds and maintain fairness in the process.

2. PURPOSE

- 2.1. The Purpose of this Policy is to:
 - 2.1.1. Define the conditions under which Customers can request a refund
 - 2.1.2. Establish procedures for processing refund requests and issuing same
 - 2.1.3. Ensure compliance with applicable Consumer Protection laws and regulations

3. ELIGIBILITY FOR REFUNDS

- 3.1. A Customer may request a refund of monies paid for a specific service where said service was not received in any form whatsoever
- 3.2. The failure of Service being delivered in any form whatsoever may be as a result of complete failure on the part of the Service Provider or in a case where the Customer has paid for the Service but has changed their mind and Cancelled said Service before it was rendered.

4. REFUND REQUEST PERIOD

- 4.1. The Customer may request a refund for any Service that was not rendered in any form whatsoever, with 7 (Seven) days of having made payment for said Service

5. REFUND REQUEST PROCEDURE

- 5.1. The Customer will need to make the request for a Refund in writing to customercare@first4u.co.za
- 5.2. The Customer will need to provide the following information in said communication:
 - 5.2.1. Date of Service Request
 - 5.2.2. Proof of Payment for said Service
 - 5.2.3. Reason for Refund being requested
 - 5.2.4. Bank Confirmation Letter
- 5.3. By submitting the Request for a Refund, should in no way give rise to any expectation of the refund being processed.
- 5.4. The Refund will be authorised and processed only once Firstassist has conducted due diligence on the incident in question and can be assured that no subsequent or consequential cost shall be incurred by Firstassist

140 Daisy Street, Sandown, 2196 | PO Box 92212, Norwood 2117

Tel: 010 590 0999 | Fax: 0865 045 321

www.firstassist.co.za

Company Registration Number: 2004/008319/07 | VAT Number: 4540218221

Directors: Craig S Lipschitz** & Clinton R Spolander*

(* Executive | ** non-Executive)



6. GUIDANCE

- 6.1. Firstassist will where possible and required, assist the Customer with information required to complete the Refund Request
- 6.2. The Customer Care and Support Staff are available Business Days only between 08h00 and 17h00

7. INSPECTION & APPROVAL

- 7.1. Once the Refund Request has been received by Firstassist, The Customer Care Team will investigate the incident in full to ensure that:
 - 7.1.1. The initial request for service was made via the Firstassist Contact Centre either telephonically or via Consumer App.
 - 7.1.2. That the requested service was not rendered whatsoever either in part or full
 - 7.1.3. That the reasons for the Refund Request is not due to:
 - 7.1.3.1. Dissatisfaction with service delivery
 - 7.1.3.2. Damage
 - 7.1.3.3. Loss
 - 7.1.4. Or any other reason other than NO SERVICE having been rendered whatsoever
- 7.2. Once the above has been satisfied, and the necessary documentation has been received by the Customer, the Refund Request will be sent for final approval to the Chief Operating Officer or their nominated stand in for sign off.
- 7.3. Once the Refund Request has been signed off, it will be submitted to Finance for payment processing.

8. REFUNDING OF MONIES

- 8.1. A Refund will only be processed into the same bank account from where the payment was made
- 8.2. A matching Bank Confirmation Letter must be available
- 8.3. Once the Refund Request has been Approved, the Refund will be processed within 7 to 10 days
- 8.4. Unless Firstassist was directly responsible for the service failure, an Administration fee will be levied on all refunds processed

9. GENERAL

- 9.1. Any Refund that is made by Firstassist to a customer will be processed within the confines and laws of South Africa that govern all such transactions.

140 Daisy Street, Sandown, 2196 | PO Box 92212, Norwood 2117

Tel: 010 590 0999 | Fax: 0865 045 321

www.firstassist.co.za

Company Registration Number: 2004/008319/07 | **VAT Number:** 4540218221

Directors: Craig S Lipschitz** & Clinton R Spolander*

(* Executive | ** non-Executive)