

TalentLoop Refund Policy

TalentLoop | Last Updated: 17 September 2026

1. Purpose

This Refund Policy explains the general approach to refunds and cancellations for digital products and services sold through TalentLoop.

2. Digital Service

TalentLoop primarily provides digital educational services. Access may be made available electronically after successful payment. Customers should review the product description, price, access period and purchase conditions before completing a transaction.

3. Refund Requests

Refund requests should be sent to [Support Email] with the purchaser's name, account email, transaction reference and a brief explanation. Requests will be assessed against the applicable purchase terms, this policy and South African law.

4. Technical Problems

If a customer has paid but cannot access the purchased service because of a technical problem attributable to TalentLoop, the customer should contact support promptly. TalentLoop will investigate and, where appropriate, restore access or provide another appropriate remedy.

5. Duplicate or Incorrect Charges

If you believe you were charged twice or incorrectly, contact support with the relevant transaction information for investigation.

6. Promotional Offers

Promotional products may have additional terms relating to access, cancellation or refunds. Those terms will be presented with the offer.

7. Consumer Rights

Nothing in this policy is intended to remove, restrict or waive a consumer right that cannot lawfully be excluded or limited.

8. Approved Refunds

Where a refund is approved, it may be processed through the original payment method or payment provider where practical. Processing times may depend on the payment provider or banking system.

9. Contact

Legal Entity Name: [Legal Entity Name]

Email: [Support Email]

Telephone: [Telephone Number]

Website: talentloop.co.za

