

Refund Policy

Effective Date: 1 March 2026

Kaygrant Technical Services strives to provide quality services and products. This Refund Policy explains when refunds may be granted.

1. Training Courses

Cancellation by the Client:

- More than 7 business days before training: Full refund or transfer to another course.
- Between 2 and 7 business days: 50% refund.
- Less than 48 hours before training: No refund.

If Kaygrant cancels a course, customers may choose either:

- A full refund, or
- Transfer to another available training date.

2. Consulting Services

Consulting work already completed is non-refundable.

If a project is cancelled after work has commenced, payment will remain due for work completed up to the cancellation date.

3. Digital Products and Software

Due to the nature of downloadable digital products and software:

- Purchases are generally non-refundable once access has been granted.
- Refunds may be considered where a technical fault prevents access and cannot be resolved within a reasonable period.

4. Physical Products

Customers may request a return within 7 days of delivery provided that:

- The item is unused.
- The item is in its original packaging.
- Proof of purchase is provided.
- Damaged or defective products will be replaced or refunded after inspection.
- Return shipping costs may apply unless the product is defective or incorrectly supplied.

Refund Policy

5. Payment Errors

If duplicate payments or incorrect charges occur, please contact us immediately. Verified payment errors will be refunded promptly.

6. Refund Processing

Approved refunds are processed through the original payment method.
Processing times may vary depending on PayFast and the customer's bank.

Contact:

For refund enquiries, please contact:

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