

Refund, Returns and Cancellation Policy

Coast IT (Pty) Ltd

Effective date: 24 August 2026

1. Application

This Refund, Returns and Cancellation Policy applies, where relevant, to physical goods, software and digital products, licence keys, hosting, domains, website and software projects, technical services, recurring services and other products or services supplied by Coast IT (Pty) Ltd.

This policy does not remove or limit any consumer right that cannot lawfully be excluded under the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002 or other applicable South African law.

2. How to Request a Return, Refund or Cancellation

Requests concerning products or services may be sent to support@coastit.co.za. Billing and payment requests may be sent to billing@coastit.co.za.

Please provide the information reasonably required to identify and assess the request, including the customer name, order or invoice number, product or service, purchase or delivery date, reason for the request and supporting information where relevant.

Coast IT may request reasonable proof of purchase, identity or authority before processing a refund, account change or cancellation.

3. Electronic Transactions Cooling-Off Period

Where section 44 of the Electronic Communications and Transactions Act applies to a qualifying electronic transaction, a consumer may cancel the transaction without reason and without penalty:

- For goods, within seven days after receiving the goods.
- For services, within seven days after concluding the agreement.

For a qualifying cancellation under section 44, the consumer may be responsible only for the direct cost of returning the goods. Where payment has already been made, Coast IT will refund the payment within the period required by law.

The section 44 cooling-off right does not apply to all electronic transactions. Statutory exclusions include specified transactions such as certain services that begin with the consumer's consent before the seven-day period expires, personalised or made-to-specification goods, goods that by their nature cannot be returned, and unsealed computer software.

4. Direct Marketing Cooling-Off Rights

Where a transaction results from direct marketing and section 16 of the Consumer Protection Act applies, the consumer may cancel the agreement within the statutory cooling-off period. Coast IT will honour that right where applicable.

5. Change-of-Mind Returns for Physical Goods

Where a statutory return or cooling-off right applies, Coast IT will honour that right.

Outside a statutory right, Coast IT may choose to accept an unused physical product as a change-of-mind return if it is complete, in resaleable condition and returned with accessories and packaging reasonably required for resale.

A discretionary change-of-mind return may be subject to return or collection costs and a reasonable deduction for missing items, use, damage or loss of value where permitted by law.

6. Defective, Unsafe or Poor-Quality Goods

Where sections 55 and 56 of the Consumer Protection Act apply, goods carry an implied warranty of quality.

If qualifying goods fail to meet the statutory standards within six months after delivery, the consumer may return the goods without penalty and at the supplier's risk and expense and may direct Coast IT to repair or replace the goods, or refund the price paid, subject to the Act.

If Coast IT repairs qualifying goods and, within three months after the repair, the defect has not been remedied or a further failure, defect or unsafe feature is discovered, the statutory replacement or refund rights will be applied where required.

7. What Is Not Normally a Product Defect

Subject to statutory rights and any applicable manufacturer warranty, the following will not normally constitute an inherent product defect:

- Normal wear and tear.
- Accidental damage, abuse or negligent handling.
- Damage caused by unauthorised alteration or repair.
- Damage caused by incorrect installation not performed or authorised by Coast IT.
- Damage caused by electrical surges, liquid, environmental conditions or misuse where the problem is not an inherent defect.
- Incompatibility where product specifications were accurately disclosed and the customer did not rely on an express suitability recommendation from Coast IT.

8. Incorrect, Incomplete or Damaged Deliveries

If Coast IT supplies the wrong product, omits part of an order or delivers goods that are materially different from what was ordered, the customer should contact Coast IT as soon as reasonably possible so that the matter can be investigated and corrected.

Visible courier damage or tampering should be reported promptly, preferably with photographs of the item and packaging. Delayed reporting does not remove a statutory right that remains available under law.

9. Return Shipping and Collection Costs

Where goods are defective, unsafe, incorrectly supplied or otherwise returnable at the supplier's risk under applicable law, Coast IT will bear return costs where required.

For a qualifying ECTA cooling-off cancellation, the consumer may be responsible for the direct cost of returning the goods.

For a discretionary change-of-mind return, return or collection costs may be for the customer's account.

10. Special-Order and Customised Goods

Goods ordered specifically for a customer, made to specification or clearly personalised may not qualify for the ECTA cooling-off right.

Where the customer cancels after Coast IT has placed a special order or committed non-recoverable third-party costs, Coast IT may retain or charge a reasonable amount where permitted by law. Statutory rights relating to defective, unsafe or incorrectly supplied goods remain unaffected.

11. Software, Digital Products and Licence Keys

Software, licence keys, activation codes, downloadable products and other digital items may become non-returnable once delivered, disclosed, downloaded or activated where the law permits this and the item cannot reasonably be revoked or resold.

Unsealed computer software is excluded from the ECTA section 44 cooling-off right.

If Coast IT supplies the wrong digital product, an invalid licence or a materially defective digital item, Coast IT will investigate and provide the remedy required by law and any applicable supplier terms.

12. Domain Registrations, Renewals, Transfers and Restorations

Domain transactions may create immediate and non-recoverable registry or registrar charges. Once a registration, renewal, transfer or restoration has been successfully submitted or completed, it may not be reversible.

Where a refund cannot be obtained from the registry or registrar because an authorised domain transaction has already been completed, Coast IT may decline a discretionary refund to the extent permitted by law.

If Coast IT makes an error in processing the domain service, Coast IT will correct the error or provide the appropriate remedy.

13. Hosting and Recurring Digital Services

A recurring service may be cancelled in accordance with the applicable billing cycle, cancellation process, service agreement and statutory rights.

Amounts relating to completed service periods, used licences, completed domain transactions or non-recoverable third-party charges may not be refundable unless the law or a specific agreement requires otherwise.

Where section 14 of the Consumer Protection Act applies to a fixed-term consumer agreement, the statutory early-cancellation rights, notice periods and reasonable cancellation-charge rules will apply.

14. Website, Software and Custom Project Cancellations

Custom projects involve reserved time, completed work and third-party commitments. If a customer cancels a project after work has started, Coast IT may charge or retain payment for work already performed and reasonable non-recoverable costs, subject to applicable law and the accepted quotation or statement of work.

Where a service fails to meet applicable statutory service-quality requirements, the remedies provided by law remain available.

15. Deposits

A deposit may be required before custom work begins or third-party costs are committed. A deposit is not automatically non-refundable.

If a project is cancelled, Coast IT will account for work performed and reasonable committed costs and will refund any balance that must be returned under the agreement or applicable law.

16. Unavailable Products or Services

If Coast IT cannot perform an order because the ordered goods or services are unavailable, Coast IT will notify the customer and apply the refund requirements of applicable law.

17. Service Delays

Where a delay is caused by missing customer information, approvals, access, content, credentials or another customer dependency, the project or service timeline may be adjusted without creating an automatic refund right.

Where Coast IT is legally required to provide a refund or other remedy because of a delay or failure, that remedy will be provided.

18. Refund Method and Timing

Approved refunds will normally be made to the original payment method where reasonably possible. Where that is not practical, Coast IT may request verified banking details.

Refunds will be processed within the period required by applicable law. Bank or payment-provider processing times may affect when the funds become available after Coast IT releases the refund.

19. Chargebacks and Payment Disputes

Customers who believe a charge is incorrect are encouraged to contact Coast IT before initiating a chargeback so that the matter can be investigated and resolved.

Nothing in this policy prevents a customer from exercising a lawful chargeback or payment-dispute right.

20. Statutory Rights

If any part of this policy conflicts with a mandatory consumer right, the mandatory right prevails. Nothing in this policy is intended to waive or limit a right that cannot lawfully be waived or limited.

21. Contact

Coast IT (Pty) Ltd can be contacted regarding this policy using the following details:

- Website: <https://coastit.co.za>
- Email: support@coastit.co.za
- Telephone: 087 550 0204
- Physical address: 124 Soutpansberg Drive, Kempton Park, Gauteng, 1619, South Africa