

Refund Policy

Last updated 23 October 2026

This is a demo site for testing and development. Nothing on it represents an offer: it is not real, it is a simulation.

This policy applies to every purchase made on this site. It is part of the Terms and Conditions.

Read it with the Terms and Conditions (<https://prettythings.capetown/terms>) and the Privacy Policy (<https://prettythings.capetown/privacy>). This copy was made from <https://prettythings.capetown/refunds>.

SECTION 1

The rule

Every course you buy starts as soon as your payment is confirmed. You agree to this at checkout. For a card payment that is when you pay. For an EFT it is when we confirm that your payment has arrived in our bank account.

Once a course has started, its content has been supplied to you and cannot be returned. No refund of any kind is given for it: no money back and no wallet credit.

A course that has not started can be refunded only within 7 days of your purchase.

Unused access time is not refunded.

This rule does not affect your rights if a course is faulty, is not as described or cannot be provided. [Section 10](#) explains them.

SECTION 2

Bundles

A bundle is refunded as a whole. A single course in a bundle is not refunded on its own.

Every course in a bundle starts when your payment is confirmed, and once any course in it has started, no refund is given for the bundle.

SECTION 3

Company credits

A refund for company credits is given only within 7 days of buying the credits, and only for credits that no learner has started.

A credit that is assigned to a staff member who has not started can be refunded once the Company Administrator removes that staff member from the course. That returns the credit to the company.

Company credits are refunded only as wallet credit in the company's wallet, at the price the company paid for them, less any deduction in [section 6](#). Staff members who have started keep their access. This does not affect a refund the law gives the company.

SECTION 4

Orders with nothing to pay

A free course has nothing to refund. An order that a promo code reduced to nothing has nothing to refund.

An order that is not paid in full in time is cancelled, not refunded. Anything you paid towards it becomes wallet credit.

SECTION 5

Wallet credit or money back

When you ask for a refund you choose where it goes:

- **Wallet credit.** The refund is added to your wallet and can be spent on any course. This is the choice we suggest.
- **Money back.** The refund is paid back to you.

Whatever you choose, the part of the order you paid from your wallet goes back to your wallet, with the expiry date it had before.

Wallet credit expires 3 years after it was added if it has not been spent. It earns no interest and is not paid out as cash. The Terms and Conditions explain wallet credit in full.

SECTION 6

What is deducted

A refund of a card payment is less any fee the payment provider charged us for that payment and, for money back, for the refund. Money back for an EFT payment is less our EFT refund fee.

- **Paid by card, refunded as money back:** any fee the payment provider charged us for your payment and any fee it charges us for the refund are deducted.
- **Paid by card, refunded as wallet credit:** any fee the payment provider charged us for your payment is deducted.
- **Paid by EFT, refunded as money back:** our EFT refund fee (R 20,00 on a refund under R 10 000,00 and R 100,00 on R 10 000,00 or more) is deducted.
- **Paid by EFT, refunded as wallet credit:** nothing is deducted.
- **Paid from your wallet:** nothing is deducted. It goes back to your wallet.

The refund you are offered shows each deduction before it is made, and your credit note records them.

SECTION 7

What happens to your access

When a course or bundle is refunded in full, the access that purchase gave you ends at once. A course you have no other access to leaves your library.

If you also have access to the same course from another purchase or from your company, that access continues.

The records of your order, your payment and the refund are kept. Your invoice and receipt stay available under My Orders in your account, and a credit note is added for the refund.

SECTION 8

How money back is paid

- **You paid by card.** The refund is made through our payment provider to the card you paid with, within 7 days of your refund request.
- **You paid by EFT.** We ask you for a bank account in your name and pay the refund into it by EFT within 7 days of your refund request. We use those bank details only to make that payment and do not keep them on this site.

After we make a refund, your bank may take a few working days to show it in your account. Wallet credit is added to your wallet as soon as the refund is approved.

SECTION 9

How to ask for a refund

Ask on this site: open the order under My Orders in your account and choose Ask for a refund beside the course or bundle. Tell us why, and choose wallet credit or money back.

If you cannot use the order page, email admin@prettythings.capetown with your account reference, your order number and the course or bundle.

For company credits, the Company Administrator asks for the company on the order page of the credit purchase.

We check your request against this policy and the law, and you see our decision on the order. You can withdraw a request until it is decided.

SECTION 10

Your rights under the law

This policy does not take away a right you have under the Consumer Protection Act 68 of 2008 or the Electronic Communications and Transactions Act 25 of 2002. If a course is faulty, is not as described or cannot be provided, ask for a refund on this site and tell us what is wrong. We will put it right or refund you as the law requires.

If you are unhappy with a decision about a refund, [the complaints section of the Terms and Conditions](#) explains how to complain.

Contact us

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