



## **Refund and Return Policy**

### **1. Refund Eligibility:**

- a) We at Pinpoint strive to provide high-quality online courses and a positive learning experience. However, we understand that there may be circumstances where students may request a refund.
- b) Refunds will only be considered under the following conditions:
  - The student has requested a refund within 7 days from the date of enrolment.
  - The course material was not accessed, downloaded, or used by the student.
  - The refund request is made in compliance with our policy outlined below.

### **2. Refund Process:**

- a. To request a refund, please contact our support team at [info@pinpointgroup.co.za](mailto:info@pinpointgroup.co.za) within the specified refund period, providing the following information:
  - Your full name and contact information.
  - The course title and date of enrolment.
  - A brief explanation of the reason for your refund request.
- b. Our support team will review your request and respond to you within 3 business days to confirm eligibility and initiate the refund process if applicable.

### **3. Refund Method:**

- a. Refunds for eligible payments will be processed through the original payment method used for enrolment. If the payment was made via credit card, the refund will be issued to the same credit card.

### **4. Non-Refundable Fees:**

- a. Please note that certain fees may be non-refundable, including but not limited to:
  - Registration or enrolment fees.
  - Fees for course materials or resources that were accessed or downloaded.
  - Any fees associated with certification or examination.

### **5. Refund Policy Timeline:**

- a. Refunds may take up to 21 business days to be processed and reflected in your account after approval. The exact processing time may vary depending on your financial institution.

### **6. Cancellation of Enrolment:**

- a) Students who wish to cancel their enrolment in a course must adhere to our cancellation policy, which may include notifying us within a specific timeframe. Failure to do so may affect refund eligibility.

**7. Course Modifications or Cancellations:**

- a) Pinpoint reserves the right to modify or cancel a course at its discretion. In such cases, students enrolled in affected courses will be provided with alternative options or refunds as applicable.

**8. Contact Information:**

- a) For any questions, concerns, or refund requests, please contact our support team at [info@pinpointgroup.co.za](mailto:info@pinpointgroup.co.za)

**9. Changes to the Refund Policy:**

- a) Pinpoint reserves the right to modify or update this refund and return policy at any time. Any changes will be posted on our website, and it is the responsibility of students to review and understand the current policy.

**10. Legal Compliance:**

- a) This refund and return policy are subject to South African consumer protection laws and regulations. In case of disputes, South African law will apply.