

REFUND POLICY

Effective Date: 17 July 2026

This Refund Policy explains how refunds, cancellations, credits, and service changes are handled by Digitalx Group (Pty) Ltd ("Digitalx", "we", "our", or "us"). By purchasing any of our services, you agree to this Refund Policy and our Terms of Service.

1. Company Information

Digitalx Group (Pty) Ltd

Registration Number: 2019/454913/07

11 Albuca Street

Melton Rose

Cape Town

South Africa

7100

Email: hello@digitalxagency.io

Cape Town: 021 879 3035

Gauteng: 012 880 0270

National: 078 849 1129

Chief Officer: Keith Vilani

2. Refund Eligibility

Clients may request a refund within 48 hours of payment, provided that:

- the request is submitted in writing to hello@digitalxagency.io;
- work on the project or service has not substantially commenced; and
- no third-party costs, registrations, licences, advertising spend, or non-recoverable expenses have been incurred on the client's behalf.

Digitalx will assess each request and notify the client of the outcome as soon as reasonably possible.

3. No Refunds After 48 Hours

Once 48 hours have passed after payment has been made and the service has been confirmed, payments become non-refundable.

This policy applies because Digitalx allocates resources, schedules work, purchases software licences, registers services, and commits staff time shortly after a project is confirmed.

4. Alternative Service or Credit

Where a client requests a refund after the 48-hour refund period, Digitalx will not issue a cash refund.

Instead, at our discretion, we may offer one of the following:

- an equivalent Digitalx service of equal value;
- a credit note equal to the amount paid, redeemable against future Digitalx services; or
- another mutually agreed solution of comparable value.

Credits are non-transferable unless otherwise approved by Digitalx in writing.

5. Non-Refundable Services

The following services are generally non-refundable once work has commenced or costs have been incurred:

- Company registrations and CIPC submissions
- Domain name registrations
- Website hosting
- Business email setup

- SSL certificates
- Third-party software licences
- Premium plugins or themes
- Google Ads or Meta Ads spend
- Outdoor advertising bookings
- Brand activation bookings
- Printing and branded merchandise
- Any service completed or substantially completed

6. Website Development Projects

Payments made for website development are generally non-refundable once:

- design work has commenced;
- development has begun;
- content has been uploaded;
- the website has been deployed; or
- third-party services have been purchased for the project.

If a project is cancelled after work has commenced, Digitalx may retain payments received to cover work completed, time spent, and costs incurred.

7. Digital Marketing Services

Marketing retainers are billed in advance.

Once a monthly marketing campaign has commenced, no refund will be issued for that billing period.

Advertising budgets paid directly to advertising platforms or committed to campaigns are non-refundable.

8. Company Registration Services

Once company registration documents have been submitted to the Companies and Intellectual Property Commission (CIPC) or any other government authority, no refund can be provided.

Government fees and statutory charges are non-refundable.

9. Outdoor Advertising and Brand Activations

Bookings for outdoor advertising, promotional campaigns, and brand activations often involve commitments with third-party suppliers.

Where suppliers have already been engaged or materials have been ordered, refunds may not be available.

10. Incorrect Payments

If a payment was made incorrectly due to a duplicate transaction or an administrative error by Digitalx, we will investigate the matter and, where appropriate, process a refund or correct the error.

11. Refund Processing

Where a refund is approved, it will be processed using the original payment method where reasonably possible.

Refund processing times may vary depending on the payment provider or financial institution.

12. Changes to Services

Clients may request changes to the scope of work after payment.

Additional work outside the agreed scope may require a revised quotation and additional payment.

13. Policy Updates

Digitalx reserves the right to amend this Refund Policy from time to time.

Any updated version will become effective upon publication on our website.

14. Contact Us

For refund requests or questions regarding this policy, please contact:

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