

SPANNR

Cancellation & Refund Policy

Effective date: 2 October 2026 | Last updated: 2 October 2026

1. Who this policy applies to

This policy applies to customers, users and subscribers using paid services provided by Spannr. Where a supplier has a separate subscription or merchant agreement with Spannr, that agreement may also apply.

2. How to cancel

You may request cancellation of a Spannr subscription at any time, subject to the applicable subscription plan. Cancellation requests may be submitted by email to admin@spannr.co.za or WhatsApp to 060 013 4040. No cancellation fee will be charged unless a specific subscription agreement expressly provides otherwise.

3. Access after cancellation

Where a subscription has already been paid for a defined period, access may remain available until the end of that paid period unless otherwise stated in the applicable subscription agreement. Cancellation will prevent future subscription charges where cancellation has been successfully processed before the next applicable billing date.

4. Information following cancellation

Cancellation does not automatically mean that all account information is immediately deleted. Information may be retained where reasonably necessary for account administration, customer support, transaction records, legal or accounting requirements, fraud prevention, dispute resolution or other legitimate business purposes. Users may request deletion of personal information in accordance with Spannr's Privacy Policy and POPIA.

5. Failed recurring payments

Where Spannr uses Payfast or another authorised payment provider for recurring payments, payment failures will be handled according to the provider's processes. Spannr may use payment and subscription status received from the provider to determine whether a subscription remains active.

6. Refunds

Subscription payments are generally made for the applicable subscription period. A refund may be considered where a customer was charged in error, charged after a valid cancellation, a duplicate payment was made, or Spannr determines that a refund is appropriate. Refund requests may be submitted to admin@spannr.co.za. Approved refunds will generally be processed through the original payment method or payment provider. Nothing in this policy limits rights a consumer may have under applicable South African consumer-protection legislation.

7. Chargebacks and payment disputes

If you believe a payment is incorrect, please contact Spannr first at admin@spannr.co.za so that we can investigate and attempt to resolve the matter directly. A payment dispute or chargeback may result in suspension of the relevant paid service while the matter is investigated. Account information will not automatically be deleted solely because a payment dispute or chargeback has been initiated.

8. Contact

Spannr

56 View Avenue, Rothdene, Meyerton, Gauteng, 1961, South Africa

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Email: admin@spannr.co.za | Website: spannr.co.za

Company registration number: 2026/726642/07

