

SPANNR

Terms of Service & Subscription Agreement

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

1. Who we are

Spannr is a South African registered company providing an AI-powered vehicle parts search platform that helps users identify and find vehicle parts and connect with relevant suppliers.

Spannr

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

Telephone: 079 463 6372 | WhatsApp: 060 013 4040

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

Company registration number: 2026/726642/07

2. The service

Spannr provides an online platform and AI-powered search assistant designed to help users search for vehicle parts using information such as vehicle make, model, year, engine details, part descriptions and other information supplied by the user. Where available, Spannr may help connect a user with suppliers that have relevant parts or services.

Search results and supplier information depend on information available to Spannr and participating suppliers. A search result is not, by itself, a guarantee that a part is available, genuine, compatible, correctly priced or suitable for a particular vehicle. Users should confirm important vehicle and part details with the relevant supplier before purchasing or fitting a part.

3. Your account

- You must provide accurate information when creating or using an account.
- You are responsible for keeping login credentials confidential and for activity through your account.
- You must not share an account in a way that permits unauthorised access.
- You may stop using Spannr at any time, subject to applicable subscription terms.

4. Free and paid services

Spannr may offer free search functionality and one or more paid subscription plans for users, suppliers or other customers. Features, limits, fees, billing period and other conditions applicable to a paid plan will be presented before the relevant subscription is confirmed. Unless a specific Spannr offer states otherwise, no paid subscription is created merely by registering for an account or using free features.

5. Trials and introductory offers

Where Spannr offers a free trial or introductory period, the duration, eligibility, payment requirements and conversion terms will be displayed when the offer is presented. A trial may be limited to one per person, business or account unless Spannr expressly states otherwise. If a trial converts to a paid subscription, the applicable recurring price and billing terms will be disclosed before or when the trial is activated.

6. Subscription and recurring payments

Where recurring subscriptions are offered, payments may be collected through Payfast or another authorised payment provider. By starting a recurring subscription, you authorise the applicable payment provider to process recurring payments according to the subscription terms you accepted. Payment failures are handled according to the applicable payment provider's processes. Spannr may use payment and subscription status received from the provider to determine whether paid access remains active. Spannr does not intend to store full debit or credit card numbers, card security codes or banking passwords where those details are processed by the payment provider.

7. Cancellation and downgrade

You may cancel a subscription in accordance with the applicable subscription terms. The effect of cancellation, including when paid access ends and whether a refund applies, is described in Spannrr's Cancellation & Refund Policy.

8. Your content and information

Information you submit to Spannrr, including vehicle details, search requests, contact information and other user-provided content, remains subject to your rights and our Privacy Policy. You give Spannrr permission to store and process such information to the extent reasonably necessary to provide, secure, maintain and improve the service and facilitate relevant supplier connections. Suppliers are responsible for ensuring that information they provide is accurate and lawful.

9. Intellectual property

The Spannrr platform, software, name, branding, design, structure, databases, original content and other intellectual property owned or licensed by Spannrr remain the property of Spannrr or the relevant rights holder. You may not copy, reproduce, resell, reverse engineer, redistribute or commercially exploit Spannrr's platform or materials without written permission, except where permitted by law.

10. Acceptable use

- Do not use Spannrr for unlawful, fraudulent, abusive or misleading purposes.
- Do not attempt to access another user's, supplier's or administrator's information without authorisation.
- Do not interfere with or attempt to disrupt the service or its infrastructure.
- Do not bypass security, access controls or usage restrictions.
- Do not knowingly submit false or misleading vehicle, part, supplier or account information.

11. Service availability

We work to keep Spannrr available and reliable, but the service is provided on an "as available" basis. Access may occasionally be interrupted for maintenance, updates, technical issues, third-party services, internet connectivity or reasons beyond our reasonable control.

12. Changes to these terms

We may update these terms from time to time. The effective date above shows when the current version applies. Continued use of Spannrr after an updated version becomes effective means that you acknowledge the updated terms.

13. Governing law

These terms are governed by the laws of the Republic of South Africa, including applicable provisions of the Electronic Communications and Transactions Act and the Consumer Protection Act. Where applicable, the Protection of Personal Information Act (POPIA) also applies to the processing of personal information.

14. Contact

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