BRENDMO

Refund and Cancellation Policy

Version 0.1.0-draft | Effective 2026-10-12 | Draft for legal review

How subscriptions, cancellation, credits and refunds work.

1. Subscriptions

Subscriptions run for a 12-month term from the go-live date stated in the order form and renew for further 12-month terms unless cancelled in line with the Terms of Service.

2. Cancelling

To stop a subscription from renewing, give written notice to us before the notice deadline in the Terms of Service. Access continues until the end of the paid term. Cancelling does not end the obligation to pay fees for the term already committed. [To be confirmed by Brendmo: whether early termination is allowed and on what terms.]

3. Refunds

- Subscription fees for a term that has started are not refundable, except where we agree otherwise in writing or the law requires a refund.
- If we cannot provide the Service you paid for for a significant part of the term because of our fault, we will give a pro-rata credit or refund of the affected period.
- Implementation and advisory fees are for work performed and are not refundable once work has started. Fees paid in advance for work not yet started are refundable on written request.
- Where a payment was taken in error or twice, we will refund the amount in full.

4. Credits and corrections

Credits and corrections are made by credit note against the original invoice, in the currency of that invoice. Refunds are paid to the original payer within 30 days of approval.

5. Consumer rights

Nothing in this policy limits rights that a customer has under law that cannot be excluded, including the Consumer Protection Act 68 of 2008 where it applies.

6. Contact

Billing questions: help@brendmo.com.