



MAJOLA MARKETING GROUP POLICY

[Terms & Conditions](#)
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[Refund & Cancellation Policy](#)

majolamarketinggroup.com
info@majolamarketinggroup.com |

Last Updated: 31 August 2026

Website-ready policy document for Majola Marketing Group.

1. TERMS & CONDITIONS

Last Updated: 31 August 2026

1. About These Terms

These Terms & Conditions govern your use of the Majola Marketing Group website and your purchase or use of our marketing, creative, digital, AI and related business services. By using our website, requesting a quotation, approving a proposal, making a payment or engaging our services, you agree to these Terms.

2. About Majola Marketing Group

Majola Marketing Group (“MMG”, “we”, “us” or “our”) provides digital marketing and creative services, including social media management and content creation, branding and graphic design, AI-generated content, digital advertising, email automation and related creative/marketing services.

3. Services

Services are provided according to the scope, deliverables, timelines and fees stated in the applicable quotation, proposal, statement of work or invoice. Any work outside the agreed scope may require an additional fee and revised delivery timeline.

4. Quotations, Proposals and Acceptance

Quotations and proposals are based on the information available when prepared. A quotation may expire on the date stated in it. A project is considered accepted when the client confirms approval in writing, signs an agreement, pays an applicable amount, or otherwise instructs MMG to commence work.

5. Fees and Payment

Fees are payable according to the applicable invoice, quotation or payment instructions presented at the time of purchase. Where Payfast or another payment provider is used, payment processing is subject to that provider’s terms. MMG may pause work where an invoice is overdue or where required payment has not been received.

6. Project Changes and Revisions

Reasonable revisions included in an agreed package will be handled according to the applicable scope. Material changes to the brief, additional deliverables, new concepts or work outside the agreed scope may be charged separately.

7. Client Responsibilities

The client is responsible for providing accurate information, approvals, access credentials and required materials within reasonable timeframes. Delays in receiving information, approvals or access may affect the project timeline.

8. Intellectual Property

Unless otherwise agreed in writing, MMG retains ownership of its pre-existing templates, processes, concepts, systems, know-how and reusable materials. Upon full payment, the client receives the rights to use the final deliverables created specifically for the client for the purposes agreed in the project. Third-party assets, fonts, stock media, software, music, AI platforms and other licensed materials remain subject to their respective licence terms.

9. Portfolio and Marketing Use

Unless the client requests otherwise in writing before publication, MMG may display completed work or non-confidential project outcomes in its portfolio, website and marketing materials. MMG will not intentionally disclose confidential client information when doing so.

10. Third-Party Platforms and Services

MMG may use third-party platforms and providers such as social networks, advertising platforms, hosting services, analytics tools, email platforms, AI tools and payment providers. MMG is not responsible for outages, policy changes, account restrictions, algorithm changes or failures caused by third-party providers.

11. Advertising and Results

Where MMG provides advertising or marketing services, we do not guarantee specific sales, leads, engagement, rankings, revenue or other commercial results unless expressly guaranteed in a written agreement. Marketing outcomes depend on factors outside MMG's control.

12. Website Use

You agree not to misuse the website, attempt unauthorised access, interfere with its operation, introduce malicious code, or use the website for unlawful purposes.

13. Confidentiality

Each party will take reasonable steps to protect confidential information received from the other party and will use such information only for legitimate purposes connected to the business relationship, subject to legal obligations.

14. Limitation of Liability

To the extent permitted by South African law, MMG will not be liable for indirect, incidental, special or consequential loss arising from the use of our website or services. Nothing in these Terms excludes liability that cannot lawfully be excluded.

15. Cancellation and Refunds

Cancellation and refund requests are governed by MMG's Refund & Cancellation Policy published on the website. Where the two documents conflict, the written project agreement or invoice will apply to the extent permitted by law.

16. Privacy

Personal information is handled in accordance with the MMG Privacy Policy and applicable South African data-protection laws.

17. Changes to These Terms

MMG may update these Terms from time to time. The updated version will be published on the website with a revised "Last Updated" date.

18. Governing Law

These Terms are governed by the laws of the Republic of South Africa. Any dispute will be dealt with by a court or other forum having appropriate jurisdiction.

19. Contact

Majola Marketing Group
Email: info@majolamarketinggroup.com

Website: majolamarketinggroup.com

2. PRIVACY POLICY

Last Updated: 31 August 2026

1. Introduction

Majola Marketing Group (“we”, “us”, or “our”) is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and share your personal information when you use our website at majolamarketinggroup.com or engage with our services. We process personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”) and applicable regulations.

2. Who We Are (Responsible Party)

Business Name: Majola Marketing Group

Website: majolamarketinggroup.com

Privacy Contact Email: info@majolamarketinggroup.com

3. Information We Collect

We may collect information that you voluntarily provide when you contact us, request a quote or consultation, subscribe to communications, create an account or client profile, or otherwise engage with our services.

- Full name
- Email address
- Phone number
- Company name and job title for business clients
- Any other information you choose to share with us

3.2 Information Collected Automatically

When you visit our website, we and our third-party service providers may automatically collect technical information such as IP address and approximate geographic location, browser type and version, device type and operating system, pages visited, time spent on pages, referring URLs, cookies and similar tracking data.

3.3 Information We Do Not Intentionally Collect

We do not intentionally collect special personal information as defined under POPIA unless necessary and lawfully permitted, payment card or banking details where these are handled by secure third-party payment providers, or personal information from children under 18 without appropriate parental or guardian consent.

4. How We Use Your Information

We may use personal information to respond to enquiries, provide and improve services, send service updates and invoices, send marketing communications where permitted or opted into, analyse website usage, comply with legal obligations, and protect our rights, property and the safety of clients and third parties.

5. Legal Basis for Processing

Depending on the circumstances, we may process personal information based on consent, contractual necessity, legal obligation or legitimate interests, subject to applicable law and data-subject rights.

6. Sharing Your Personal Information

We do not sell your personal information. We may share information with trusted service providers and operators assisting with our services, professional advisers, law-enforcement or regulatory bodies where required by law, and a successor entity in the event of a merger, acquisition or sale, subject to applicable legal requirements.

6.2 Cross-Border Transfers

Some service providers may be located outside South Africa. Where personal information is transferred to another country, MMG will take reasonable steps to ensure safeguards required by applicable law are in place.

7. Cookies and Tracking Technologies

Cookies are small text files stored on your device. We may use essential cookies, analytics cookies, preference cookies and marketing cookies. Marketing cookies will be used subject to applicable consent requirements. You can control or delete cookies through your browser settings.

8. How Long We Retain Your Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected or as required by applicable law. Retention periods may differ by record type. When information is no longer required, it will be securely deleted, destroyed or de-identified where appropriate.

9. Children and Minors

Our services are not directed at persons under 18. We do not knowingly collect personal information from minors without appropriate parental or guardian consent.

10. Your Rights Under POPIA

You may have rights to request access to personal information, correction of inaccurate information, deletion in certain circumstances, objection to certain processing including direct marketing, withdrawal of consent, and lodging a complaint with the Information Regulator of South Africa.

11. How We Protect Your Information

We implement reasonable technical and organisational measures to protect personal information, including access controls, authentication, security updates, confidentiality obligations and website security measures. No method of internet transmission or electronic storage is completely secure.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to review their respective privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Material changes will be reflected by updating the "Last Updated" date and, where appropriate, notifying users through the website or email.

14. Contact Us

Majola Marketing Group
Privacy Contact: info@majolamarketinggroup.com

Website: majolamarketinggroup.com

Information Regulator of South Africa

Website: www.inforegulator.org.za

Email: inforeg@justice.gov.za

3. REFUND & CANCELLATION POLICY

Last Updated: 31 August 2026

1. Purpose

This Refund & Cancellation Policy explains how cancellations, refunds and payment disputes are handled for Majola Marketing Group's digital marketing, creative, advertising, AI and related services.

2. Digital and Professional Services

Because many MMG services involve time, planning, creative work, strategy, production, software costs and customised deliverables, refunds are assessed based on the stage of work and the nature of the service.

3. Cancellation Before Work Starts

If a client cancels before MMG has started the relevant work, MMG will assess whether a refund is appropriate. Any third-party costs, non-recoverable expenses or work already completed may be deducted where permitted by law and the applicable agreement.

4. Cancellation After Work Has Started

Once work has commenced, amounts relating to work already performed, approved deliverables, booked production time, third-party costs or other non-recoverable project expenses are generally not refundable, subject to applicable South African consumer-protection law and the specific client agreement.

5. Completed Services and Deliverables

Completed services, delivered digital assets, completed consultations, completed campaigns, approved creative work and other services already performed are generally non-refundable once supplied, subject to applicable law.

6. Monthly Retainers

For recurring or monthly services, cancellation notice and the final service date will be determined by the applicable proposal, agreement or invoice. Any outstanding amounts for services already provided remain payable.

7. Client Delays

Where a project is delayed because the client has not provided information, approvals, access or required materials, the delay does not automatically create a right to a refund. MMG will make reasonable efforts to communicate revised timelines.

8. Failed or Duplicate Payments

If a payment is duplicated or incorrectly charged, the client should contact MMG promptly with the relevant transaction details. Verified duplicate or erroneous payments will be addressed appropriately, subject to payment-provider procedures.

9. Payfast and Payment Providers

Payments made through Payfast are also subject to Payfast's applicable terms and procedures. A payment-provider dispute does not automatically cancel amounts properly due to MMG under an agreed service or invoice.

10. Refund Processing

Where a refund is approved, MMG will normally process it through the original payment method or another reasonable method agreed with the client. Processing times may depend on the payment provider or financial institution.

11. How to Request a Cancellation or Refund

Requests should be sent to info@majolamarketinggroup.com and should include the client name, invoice or order reference, date of payment, service purchased and reason for the request.

12. Consumer Rights

Nothing in this policy is intended to remove or limit any rights that cannot lawfully be excluded under applicable South African legislation, including applicable consumer-protection and electronic-commerce requirements.

13. Policy Changes

MMG may update this policy from time to time. The latest version will be published on the website with the revised "Last Updated" date.

14. Contact

Majola Marketing Group

Email: info@majolamarketinggroup.com

Website: majolamarketinggroup.com

Website implementation: Publish these as three clearly accessible pages/sections on the MMG website — Terms & Conditions, Privacy Policy, and Refund & Cancellation Policy — and keep the links visible near payment/checkout areas and in the website footer.