

BRIGHTLEARN (PTY) LTD Refund Policy

Effective Date: 14 AUGUST 2024

BrightLearn is committed to delivering high quality educational services in compliance with the Consumer Protection Act, 68 of 2008 (CPA). This Refund Policy sets out the circumstances under which refunds will be granted and the process to request one.

1. Right to Cancel and Cooling off Period

- 1.1. If you purchase our services, you are entitled to cancel the agreement without penalty ten (10) business days before the date on which classes commence.
- 1.2. if you purchase our services as a result of direct marketing, you are entitled to cancel the agreement without penalty within five (5) business days after the date on which the agreement was concluded.
- 1.3. To exercise this right, you must provide written notice to BrightLearn at rofhiwa@brightlighttutorials.co.za within the cooling off period.
- 1.4. Refunds under this provision will be processed within 15 business days from the date of cancellation.

2. Refunds for Services Not Delivered as Promised

- 2.1. In accordance with section 54 of the CPA, if BrightLearn fails to deliver services to an acceptable standard, you are entitled to request:
 - (a) The completion of the services as originally agreed;
 - (b) A reasonable reduction in the price; or

- (c) A refund for the portion of services not rendered to the agreed standard
- 2.2. Refund claims must be submitted within 3 business days of the service being rendered or the problem being identified.

3. Prepaid Courses and Subscription Plans

- 3.1. If you cancel a prepaid course before it commences (and outside the cooling off period), BrightLearn will not refund the amount.
- 3.2. If you cancel after the course has started, refunds will not be paid.

4. Non-Refundable Items

- 4.1. The following are non-refundable, unless otherwise required by law:
 - (a) Downloadable materials after they have been accessed or downloaded;
 - (b) Certificates issued after course completion; and
 - (c) Specially customised learning programmes once delivery has begun.
- 4.2. It is the sole responsibility of each student to attend the classes for which they have registered. By enrolling, you accept that the course schedule has been made available to you in advance and that attendance is your responsibility and such they will be no refund:
 - (a) Should you request to transfer to another group after registration, no refund will be issued for any portion of the course already paid; and
 - (b) If you miss any class(es) for any reason whatsoever, including illness, personal emergencies, or scheduling conflicts, without informing the BrightLearn team you will not be entitled to a refund or partial refund for the missed session(s).

- 4.3. If you are removed from a class or course due to misconduct, disruptive behaviour, harassment, or any action that violates BrightLearn's Governing Principles, no refund will be issued for any portion of the course not attended. (<https://firebasestorage.googleapis.com/v0/b/brightlight-academy.appspot.com/o/rootCourseOverview-DS25-courseOverview%2FBrightLight%20Data%20Analytics%20Governing%20Principles.pdf?alt=media&token=041a7db1-ead1-4b56-ba5c-85399ac86254>)

5. How to Request a Refund

5.1 To request a refund, please send an email to rofhiwa@brightlighttutorials.co.za with:

- (a) Your full name;
- (b) Proof of payment;
- (c) Course or service details; and
- (d) Reason for refund request.

5.2 Our team will assess your request and respond within 7 business days.

6. Processing of Refunds

- 6.1. Approved refunds will be paid via the original payment method, unless otherwise agreed in writing.
- 6.2. Refunds will be processed within 15 business days after approval.

7. Contact Information

If you have questions about this Refund Policy, contact:

BrightLearn Support Team

Email: rofhiwa@brightlighttutorials.co.za

Tel: +27 78 737 2893