

# Refund Policy

Effective Date: 9 September 2025

## 1

### Overview

This Refund Policy explains the terms under which refunds may be issued for rides or services booked through the Zippy mobile application ("App"). Zippy Langebaan (PTY) Ltd ("Zippy", "we", "our", "us") aims to provide transparent and fair refund practices in line with the Consumer Protection Act, 2008 (CPA) and applicable South African law.

## 2

### General Policy

Once a ride has started (vehicle unlocked), charges are automatically applied and are generally non-refundable, except in the cases outlined below.

Refunds may be considered in the following situations:

- A technical or system error prevents the ride from starting or ending properly.
- A billing error results in incorrect charges.
- The vehicle was defective or inoperable at the time of unlock.
- A duplicate payment was processed.

Requests for refunds will be reviewed on a case-by-case basis.

## 3

### How to Request a Refund

To request a refund, please contact our support team via the Zippy App or by email at [support@zippy.africa](mailto:support@zippy.africa) within 7 days of the transaction. Include:

- Your account details
- Ride date and time
- Description of the issue
- Any supporting screenshots or evidence

We will investigate and respond within 5 business days of receiving your request.

## 4

### Refund Method

Approved refunds will be processed using the original payment method used for the transaction. Depending on your bank or payment provider, it may take 3–10 business days for the refund to reflect.

## 5

### Non-Refundable Situations

Refunds will not be issued where:

- The user changed their mind or decided not to use the service after unlocking a vehicle.
- The ride was completed successfully without reported defects or errors.
- The vehicle was used in violation of Zippy's Terms & Conditions.
- Delays or interruptions occurred due to circumstances beyond Zippy's control (e.g., weather, network issues, road closures).

## 6

### Contact Details

Responsible Party: Zippy Langebaan (PTY) Ltd

Information Officer: Jonathan Kilroe Smith

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