



Refund Policy

Version 1.0

Effective Date 14 July 2026

Company QueueR

Registered Entity K2025973400

Jurisdiction South Africa

Website <https://queuer.co.za>

This document forms part of the legal documentation governing the use of the QueueR Platform.

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1 INTRODUCTION

- 1.1 This Refund Policy explains the circumstances in which Customers may be entitled to a refund in connection with the Services provided by QueueR.
- 1.2 This Refund Policy forms part of the agreement between QueueR and the Customer and should be read together with the Terms of Service, Privacy Policy, and any other documents expressly incorporated by reference.
- 1.3 Unless otherwise defined in this Refund Policy, capitalised terms have the meanings given to them in the Terms of Service.
- 1.4 By purchasing or using the Services, the Customer acknowledges that it has read, understood, and agrees to this Refund Policy.
- 1.5 Nothing in this Refund Policy excludes, restricts, or limits any rights or remedies that cannot lawfully be excluded or limited under applicable law.

2 DEFINITIONS

- 2.1 Unless otherwise defined in this Refund Policy, capitalised terms have the meanings given to them in the Terms of Service.
- 2.2 For the purposes of this Refund Policy:
 - Refund** means a reimbursement of monies paid by the Customer to QueueR in accordance with this Refund Policy.
 - Professional Services** means any onboarding, implementation, menu configuration, staff training, Pilot Programme, consulting, support, or other non-subscription services provided by QueueR for a separate fee.
 - Subscription Fees** means the recurring fees payable by the Customer for access to the Services under a Subscription.

3 SUBSCRIPTION FEES

- 3.1 Unless otherwise expressly stated, all Subscription Fees paid to QueueR are non-refundable.
- 3.2 Subscription Fees are charged in advance for each Billing Period and provide access to the Services for the duration of that Billing Period.
- 3.3 Where a Customer cancels a Subscription, the cancellation will prevent future renewals but will not entitle the Customer to a refund of Subscription Fees already paid for the current Billing Period, except where required by applicable law or expressly provided in this Refund Policy.
- 3.4 Where a Customer upgrades its Subscription during an active Billing Period, any additional charges paid for the upgrade are non-refundable unless otherwise required

by applicable law.

- 3.5 Where a Customer downgrades its Subscription, the downgrade will generally take effect at the commencement of the next Billing Period. No refund or credit will be provided for the unused portion of the higher-tier Subscription unless QueueR expressly agrees otherwise.
- 3.6 Where QueueR bills a Customer incorrectly due to a billing error, duplicate charge, or other administrative mistake attributable to QueueR, QueueR will investigate the matter and, where appropriate, issue a refund or credit within a reasonable period.
- 3.7 Nothing in this section affects any statutory rights that cannot lawfully be excluded or limited under applicable law.

4 FREE TRIALS

- 4.1 QueueR may, from time to time, offer free trials of the Services for a specified period and subject to any additional terms communicated at the time of the offer.
- 4.2 Unless expressly stated otherwise, no Subscription Fees are payable during the applicable free trial period.
- 4.3 The Customer may cancel a free trial at any time before the commencement of a paid Subscription without incurring any Subscription Fees.
- 4.4 Where a free trial automatically converts into a paid Subscription, QueueR will notify the Customer of the applicable Subscription Fees and billing arrangements before the first payment is collected, where required by applicable law.
- 4.5 Unless otherwise stated at the time the free trial is offered, free trials are limited to one trial per Customer and may not be combined with other promotional offers.
- 4.6 QueueR reserves the right to modify, withdraw, suspend, or terminate any free trial offer at any time, provided that such action does not affect any rights that have already accrued to the Customer.
- 4.7 Nothing in this section limits any statutory rights that cannot lawfully be excluded or limited under applicable law.

5 PILOT PROGRAMMES AND PROFESSIONAL SERVICES

- 5.1 Fees paid for Pilot Programmes and Professional Services are separate from Subscription Fees and are subject to this section.
- 5.2 Unless otherwise expressly agreed in writing or required by applicable law, fees paid for Pilot Programmes and Professional Services are non-refundable.
- 5.3 Professional Services are deemed to have been delivered progressively as QueueR

performs the agreed work, including onboarding, implementation, menu configuration, staff training, consulting, technical assistance, or other agreed services.

- 5.4 Where the Customer cancels a Pilot Programme or Professional Service before QueueR has commenced performing the relevant services, QueueR may, in its sole discretion, provide a full or partial refund after deducting any reasonable costs already incurred.
- 5.5 Where QueueR has commenced performing a Pilot Programme or Professional Service, the Customer shall not be entitled to a refund for work already completed, time already spent, or expenses reasonably incurred by QueueR.
- 5.6 Where a Pilot Programme or Professional Service includes a complimentary Subscription period, no separate refund shall be payable in respect of the value of that complimentary access.
- 5.7 Delays caused by the Customer, including delays in providing menus, branding assets, pricing information, operating hours, technical access, approvals, or other information reasonably required by QueueR, do not entitle the Customer to a refund.
- 5.8 Nothing in this section limits any statutory rights that cannot lawfully be excluded or limited under applicable law.

6 CANCELLATIONS

- 6.1 A Customer may cancel its Subscription at any time in accordance with the Terms of Service.
- 6.2 Unless otherwise expressly agreed, cancellation takes effect at the end of the current Billing Period. The Customer will continue to have access to the Services until the expiry of that Billing Period.
- 6.3 Cancellation of a Subscription prevents future Subscription Fees from being charged but does not entitle the Customer to a refund of Subscription Fees already paid, except where required by applicable law or expressly provided in this Refund Policy.
- 6.4 Cancellation of a Subscription does not automatically cancel any Pilot Programme, Professional Service, or other separately purchased service. Any such services remain subject to their own agreed terms and applicable fees.
- 6.5 Where QueueR suspends or terminates a Customer's access to the Services in accordance with the Terms of Service due to the Customer's breach of those Terms, the Customer shall not be entitled to any refund of Subscription Fees or other amounts already paid, except where required by applicable law.
- 6.6 Following cancellation or termination, the Customer's access to paid features will cease upon expiry of the applicable Subscription period, subject to any rights or

obligations that survive termination under the Terms of Service.

- 6.7 Nothing in this section limits any statutory rights that cannot lawfully be excluded or limited under applicable law.

7 EXCEPTIONS AND STATUTORY RIGHTS

- 7.1 Nothing in this Refund Policy excludes, restricts, or limits any rights or remedies that the Customer may have under applicable law, including any rights that cannot lawfully be excluded, restricted, or limited.
- 7.2 Where applicable law requires QueueR to provide a refund, replacement, repair, credit, or other remedy, QueueR will comply with its legal obligations notwithstanding any provision of this Refund Policy to the contrary.
- 7.3 QueueR may, in its sole discretion, provide a full or partial refund, account credit, or other goodwill remedy in circumstances where it is not legally required to do so. The provision of such a remedy in one instance does not create an obligation or precedent for QueueR to provide the same remedy in any other instance.
- 7.4 If any provision of this Refund Policy is found to be invalid, unlawful, or unenforceable, the remaining provisions shall continue in full force and effect to the fullest extent permitted by applicable law.

8 HOW TO REQUEST A REFUND

- 8.1 A Customer who believes that it is entitled to a refund under this Refund Policy may submit a refund request by contacting QueueR using the contact details provided in this Refund Policy.
- 8.2 To assist QueueR in investigating the request, the Customer should provide, where applicable:
- (a) the Customer's business name and Account details;
 - (b) the date and amount of the relevant payment;
 - (c) the invoice number or transaction reference, if available;
 - (d) a description of the reason for the refund request; and
 - (e) any other information reasonably requested by QueueR to assess the request.
- 8.3 QueueR may request additional information where reasonably necessary to verify the Customer's identity, confirm payment, investigate the circumstances of the request, or comply with applicable law.
- 8.4 QueueR will review each refund request in accordance with this Refund Policy and applicable law and will notify the Customer of its decision within a reasonable period.

- 8.5 Where a refund is approved, QueueR will use reasonable efforts to process the refund using the original payment method. If this is not reasonably practicable, QueueR may agree with the Customer on an alternative method of reimbursement.
- 8.6 The time required for a refund to appear in the Customer's account may depend on the Customer's financial institution or payment service provider and is outside QueueR's reasonable control.
- 8.7 Submitting a refund request does not suspend the Customer's obligation to pay any undisputed amounts that remain due under the Terms of Service.

9 CHANGES TO THIS REFUND POLICY

- 9.1 QueueR may amend this Refund Policy from time to time where reasonably necessary to:
- (a) reflect changes to the Services or Subscription offerings;
 - (b) comply with applicable law or regulatory requirements;
 - (c) improve clarity or transparency;
 - (d) reflect changes to QueueR's business operations or payment processes; or
 - (e) address operational, security, or administrative requirements.
- 9.2 Where a change materially affects the Customer's rights or obligations under this Refund Policy, QueueR will provide reasonable notice before the updated Refund Policy takes effect.
- 9.3 The most current version of this Refund Policy will always be made available through the Services or on QueueR's website.
- 9.4 The "Effective Date" appearing at the beginning of this Refund Policy indicates the date on which the current version came into effect.
- 9.5 This Refund Policy applies to purchases made after its effective date. Refund requests relating to purchases made before the effective date will generally be assessed under the version of the Refund Policy that was in force at the time of the relevant purchase, unless otherwise required by applicable law.

10 CONTACT INFORMATION

- 10.1 If you have any questions, concerns, or requests relating to this Refund Policy, or if you wish to submit a refund request, you may contact QueueR using the details below:

Business Name:	QueueR
Registered Entity:	K2025973400
Website:	https://queueR.co.za
Email:	mailto:info@queueR.co.za

- 10.2 QueueR will use reasonable efforts to acknowledge refund-related enquiries and respond within a reasonable period.
- 10.3 Where a refund request is approved, QueueR will process the refund in accordance with this Refund Policy and applicable law.