

Refund & Cancellation Policy

Clevercom (Pty) Ltd Last updated: 2026/06/28

This Refund & Cancellation Policy applies to all services provided by Clevercom (Pty) Ltd ("Clevercom", "we", "us", "our"), including but not limited to CRM, SMS, PBX, and dialer solutions ("Services").

1. Month-to-Month Subscriptions

1.1 Month-to-month subscription customers may cancel their Service at any time, effective immediately, with no minimum notice period required.

1.2 Cancellation must be submitted in writing to support@clevercom.co.za.

1.3 Fees already billed for the current billing cycle are non-refundable. You will retain access to the Service until the end of the billing period already paid for.

1.4 No pro-rata refund is issued for partial billing periods.

2. Fixed-Term Contracts

2.1 Customers on a fixed-term contract must provide **60 (sixty) days' written notice** prior to the end of the contract term to cancel or avoid automatic renewal.

2.2 Cancellation requests received with less than 60 days' notice will result in the Service continuing, and billing applying, until the 60-day notice period has lapsed.

2.3 Early termination of a fixed-term contract before the end of its agreed term may be subject to early termination charges as set out in the applicable service agreement or quote.

2.4 Fixed-term contracts automatically renew for a further equivalent term unless cancelled in accordance with clause 2.1.

3. Setup, Once-Off, and Installation Fees

3.1 Setup fees, onboarding fees, configuration fees, and any once-off charges are non-refundable once work has commenced, regardless of subscription type or cancellation notice.

4. Prepaid SMS/Call Credits

4.1 Prepaid SMS credits, call credits, or usage bundles purchased in advance are non-refundable once purchased.

4.2 Unused credits do not expire unless otherwise stated at the time of purchase, but are forfeited on account cancellation or termination unless otherwise agreed in writing.

5. Hardware and Equipment (PBX/Dialer)

5.1 Where hardware or equipment is supplied as part of a PBX or dialer solution, any related sale is subject to Clevercom's standard equipment sale/lease terms, which are separate from this Services policy.

5.2 Rented or leased equipment must be returned in good working condition upon cancellation, failing which replacement costs may be charged.

6. Refunds for Service Failure

6.1 If Clevercom fails to deliver a Service as contracted due to a fault attributable to Clevercom, we will, at our discretion, either remedy the fault, credit the affected billing period, or provide a partial refund proportional to the affected downtime or non-delivery.

6.2 This clause does not apply to service interruptions caused by third-party network providers, force majeure events, or customer-side configuration issues.

7. How to Cancel

To cancel your Service, please contact: [insert support email / phone / cancellation form link]

Please include your account/customer reference number and the effective date on which you wish cancellation to take effect.

8. Changes to This Policy

Clevercom may update this policy from time to time. The version published on our website at the time of your order governs your agreement.
