

HVAC GrowthKit Digital Delivery Policy

Delivery terms for downloadable business templates calculators checklists and AI prompts

Version 1 | Effective date 16 September 2026

This policy explains how iLiso Digital Marketing supplies HVAC GrowthKit digital products after payment. HVAC GrowthKit products are delivered electronically; no physical goods are shipped or collected.

Supplier	iLiso Digital Marketing, sole trader
Trading name	HVAC GrowthKit
Website	https://hvacgrowthkit.ilisodigital.com
Support	support@ilisodigital.com
Business address	58 Buitendag Street, Monte Vista, 7460

1 Scope

This policy applies to downloadable HVAC GrowthKit documents, spreadsheets, calculators, checklists, guides and prompt packs purchased directly from iLiso Digital Marketing through the website and PayFast checkout.

2 Digital Product Format

HVAC GrowthKit Pro is supplied as a compressed ZIP package containing editable Microsoft Word and Excel files, a PDF start guide and supporting digital resources. The product description on the website identifies the included tools and current package contents.

3 Delivery Method

After PayFast confirms successful payment, the package is delivered electronically to the email address supplied by the purchaser. Delivery may be made by secure download link, email attachment or another controlled electronic method. No physical parcel is sent.

4 Delivery Timing

Orders are normally processed and delivered within one business day after confirmed payment. Delivery may take longer when PayFast places a transaction under review, the purchaser provides incomplete or incorrect contact information, or a reasonable fraud or security check is required. If delivery has not arrived within one business day, the purchaser should follow the steps below.

5 Customer Responsibilities

- Provide a complete and accurate email address during checkout.
- Check the inbox, junk, spam, promotions and quarantine folders.
- Maintain sufficient internet access and storage space to download and retain the package.
- Use compatible software to open ZIP, Word, Excel and PDF files.
- Keep the original package and download link secure and do not share them outside the licensed business.

6 Missing or Failed Delivery

If the delivery email, attachment or download link is missing or cannot be accessed, contact support@ilisodigital.com and provide the purchaser name, email address, payment date and PayFast reference number. We may verify the transaction before resending the package or restoring access. Never send passwords, full card numbers or unnecessary identity documents by email.

7 File Problems

If a supplied file is missing, corrupted, incomplete or materially different from the product ordered, contact us with a description of the problem and any relevant error message. We will investigate and, where appropriate, replace the file, restore access, correct the order or provide another remedy required by law.

8 No Physical Shipping

HVAC GrowthKit products are digital products. There are no courier charges, shipping fees, tracking numbers, physical delivery addresses or collection arrangements. References to delivery in this policy mean electronic delivery only.

9 Licence and Access

Purchase provides access subject to the HVAC GrowthKit Customer Licence and Usage Terms. The purchaser may customise and use the tools for the internal operations of one purchasing business and its authorised internal users. The editable source files may not be resold, redistributed, published for public access or supplied to another business as a competing product.

10 Refunds and Mandatory Rights

Refunds, corrections and other remedies are governed by the Digital Product Refund and Returns Policy and applicable South African law. Nothing in this delivery policy excludes or limits a mandatory consumer right or remedy that cannot lawfully be excluded or limited.

11 Support

Email support@ilisodigital.com for order or delivery assistance. We aim to acknowledge support requests within two business days. Resolution time depends on the issue and any payment-provider verification required.