

HVAC GrowthKit Digital Product Refund and Returns Policy

Policy for downloadable templates calculators checklists and AI prompts

Version 1 | Effective date 15 September 2026

We want customers to receive the digital products they ordered and to have a fair process when something goes wrong. Because HVAC GrowthKit products are supplied electronically and cannot practically be returned after access, change-of-mind refunds are generally not available once the files or download link have been accessed. This does not remove any right or remedy that applicable law does not permit us to exclude.

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

Policy at a glance

Situation	Our approach
Changed your mind before access	Contact us immediately. We will assess cancellation rights and whether delivery or access has occurred.
Changed your mind after access	A discretionary refund is generally not offered because the digital product has been delivered and cannot practically be returned.
Wrong product supplied	We will provide the correct product or another remedy required by law.
File missing or corrupted	We will replace or restore access. If we cannot do so within a reasonable time, we will consider a refund.
Materially not as described	We will investigate and provide an appropriate remedy, which may include correction, replacement or refund.
Duplicate payment	Once verified, the duplicate amount will be refunded.

1 Scope

This policy applies to downloadable HVAC GrowthKit documents, spreadsheets, checklists, calculators, prompt packs, guides and product bundles purchased directly from us. If a product is sold through a third-party marketplace, that marketplace's mandatory payment and refund process may also apply. Custom services, subscriptions or physical goods may be governed by separate terms displayed at purchase.

2 Digital Delivery

Delivery occurs when the files, download link or account access are made available to the email address or account supplied with the order. The customer is responsible for providing accurate contact information and maintaining compatible software and reasonable internet access.

If the customer does not receive the delivery email, the customer should check spam or junk folders and contact support. A missing email does not necessarily mean that access was not created, so we will verify the order and delivery record.

3 Change of Mind

Before accessing the product, a customer who wishes to cancel should contact us immediately. We will assess the request under the law applicable to the customer and transaction. Where a statutory cooling-off right applies, we will honour it.

After the files or download link have been accessed, downloaded or otherwise supplied for use, we generally do not provide a refund merely because the customer changed their mind, no longer needs the product, found a different product, lacks compatible software, expected services not included in the description or did not use the product. This position is subject to all mandatory legal rights.

4 When We Will Investigate a Remedy

Please contact us if:

- the supplied file is corrupted, incomplete or cannot be opened in the stated supported format;
- the customer received a product different from the product ordered;
- a material feature described on the product page is absent;
- the same order was charged more than once;
- paid access was not provided within the promised or legally required period; or
- another mandatory consumer right may apply.

We may first attempt to restore access, provide a clean replacement file, correct the order, explain the stated software requirements or supply an updated copy. If the problem is verified and cannot be corrected within a reasonable time, we will provide the remedy required by applicable law and may approve a full or proportionate refund where appropriate.

5 What Is Not Normally a Product Defect

The following will not normally establish that the digital product is defective or not as described:

- the customer did not read the product description, compatibility information or licence terms;
- the customer expected personalised consulting, legal, accounting, engineering or technical services that were not included;
- the customer entered incorrect assumptions or data into a calculator;
- AI or other third-party software produced an unsatisfactory output;
- the customer's device, software, security settings or network prevents ordinary access;
- the customer modified, deleted or damaged the original files; or
- the product did not produce a particular level of sales, profit, savings, lead generation or business growth.

6 How to Request Assistance or a Refund

Send the request to support@ilisodigital.com as soon as reasonably possible. Include:

- the purchaser's full name and email address;
- the order or invoice number;
- the product name and purchase date;
- a clear description of the problem;
- screenshots or error messages where relevant; and
- the remedy requested.

We may ask for reasonable additional information needed to verify the order and diagnose the issue. Customers should not send passwords, full payment-card information or unrelated personal information.

7 Assessment and Timing

We will acknowledge the request and aim to provide an initial response within two business days. The time needed to resolve the matter will depend on the issue and any payment-provider process. Approved refunds will be made to the original payment method unless another lawful method is agreed. Bank and payment-provider processing times are outside our direct control.

Where the Electronic Communications and Transactions Act requires a refund following a valid statutory cancellation, the refund will be processed within the period required by that Act. Other refunds will be processed within the period required by applicable law or, where the law does not prescribe a period, within a reasonable time after approval.

8 Abuse and Unauthorised Use

We may refuse a discretionary refund where there is credible evidence of fraud, chargeback abuse, unauthorised distribution, copying, resale or another material breach of the Customer Licence and Usage Terms. This does not remove a remedy the customer is legally entitled to receive. Access may be suspended while a genuine fraud or security concern is investigated.

9 Mandatory Consumer Rights

Nothing in this policy excludes, restricts or replaces a right or remedy that cannot lawfully be excluded under the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002 or other applicable law. The legal treatment of a transaction may depend on the customer, the type of product, how delivery occurred and whether the product was accessed. If this policy conflicts with a mandatory rule, the mandatory rule applies to the extent of the conflict.

10 Chargebacks and Dispute Resolution

Please contact us first so that we can investigate and try to resolve the problem. This does not prevent a customer from using a lawful payment-provider dispute process or approaching a competent consumer body, tribunal, ombud or court. Knowingly making a false chargeback claim may breach the Customer Licence and Usage Terms and applicable law.

11 Policy Changes

The policy displayed when the customer places the order applies to that purchase, subject to mandatory law. We may update this policy for future purchases. The current version and effective date should be displayed on the product website and made available before checkout.

Checkout Implementation Checklist

Complete these items before publishing the product for sale.

- Insert the supplier's full legal name, legal status and registration number.
- Insert the physical address, legal service address, telephone number, website and support email.
- Set a realistic initial-response target for refund requests.
- Describe the product, file formats, software requirements, price, taxes and delivery timing clearly.
- Display this policy, the Customer Licence and Usage Terms and the privacy notice before payment.
- Give the customer an opportunity to review the order, correct mistakes and withdraw before final submission.
- Use an unticked acceptance checkbox and retain the accepted policy version with the order record.
- Send the customer a durable order confirmation and a link or copy of the applicable terms.
- Test the download, support mailbox and refund workflow before launch.
- Ask a South African attorney to review the final checkout wording and business details.

Suggested checkout acknowledgement

I have reviewed the product description, software requirements, Customer Licence and Usage Terms, Privacy Notice, and Digital Product Refund and Returns Policy. I understand that the product is supplied electronically and that change-of-mind refunds are generally unavailable after access, subject to my mandatory legal rights.

Important legal review

This document is a commercial template and not legal advice. Have a qualified South African attorney review the completed policy, checkout flow and product classification before launch.