

Refund and Cancellation Policy:

AgriLogiq Technical Systems (Pty) Ltd

1. SaaS Subscriptions (Digital Services)

- **Monthly/Annual Plans:** All SaaS subscription fees are billed in advance. Due to the nature of digital services, subscription fees are **non-refundable** once the billing period has commenced and the service has been accessed.
- **Cancellations:** You may cancel your subscription at any time. Your access will remain active until the end of your current billing cycle, at which point no further charges will be applied. We do not offer pro-rated refunds for mid-month cancellations.

2. Hardware Returns and Refunds

- **Change of Mind:** We offer a **7-day return policy** for hardware components, provided the equipment is unused, in its original packaging, and has not been installed. A **15% restocking fee** may apply to cover administrative and testing costs.
- **Installed Equipment:** Once hardware has been installed and commissioned on-site, it is no longer eligible for a "change of mind" refund.
- **Shipping Costs:** The cost of returning hardware to our Cape Town facility is the responsibility of the client.

3. Warranty Repairs (The "Carry-In" Policy)

As per our Terms of Use, all hardware holds a **1-year manufacturing defect warranty**:

- **Repair vs. Refund:** If a component is found to be defective within the warranty period, AgriLogiq will repair or replace the unit. **Refunds are not typically issued for hardware that can be repaired or replaced under warranty.**
- **Voided Warranty:** No refunds or warranty repairs will be granted for damage caused by power surges, lightning, water damage, or failure to maintain the "General Operating Conditions" outlined in our Terms of Use.

4. Non-Refundable Professional Services

The following fees are strictly **non-refundable**:

- Technician labor hours once the technician has departed for the site.
- Travel expenses (km rates) and accommodation costs already incurred.
- Commissioning and integration fees once the work has been completed.

5. Refund Process

- **Requesting a Refund:** To request a refund or return, please contact accounts@agrilogiq.com with your invoice number and a detailed reason for the request.
- **Processing Time:** Approved refunds will be processed via **PayStack** back to the original payment method within 7–10 business days.