

Refund and Cancellation Policy for weapplyforyou.app

Last Updated: 17 September 2026

This Refund and Cancellation Policy forms part of our Terms and Conditions and applies to all services purchased from weapplyforyou.app.

1. Overview

We aim to provide a hassle-free experience. However, we understand that circumstances may arise where you need to cancel or request a refund. This policy explains your rights and our obligations.

2. Cancellation by the Customer

2.1 Cancellation Within 24 Hours

You may cancel your service request within **24 hours** of placing your order for a **full refund** of our service fee.

2.2 Cancellation After 24 Hours (Before Work Commences)

If you cancel after 24 hours but before work has commenced, you will receive a **full refund** of our service fee.

2.3 Cancellation After Work Has Commenced

If you cancel after work has commenced, refunds will be assessed on a **case-by-case basis** based on the work already completed. A partial refund may be granted at our discretion.

2.4 How to Cancel

To cancel your order, contact us at:

- **Email:** weapplyforyouhelp@gmail.com
- **Phone:** +27 61 261 0044
- **WhatsApp:** +27 61 261 0044

Please include your order details and reason for cancellation.

3. Cancellation by Us

We reserve the right to cancel any order at our discretion. If we cancel your order, you will receive a **full refund** of our service fee. Third-party fees already paid to universities or CAO are non-refundable by us.

4. Refund Circumstances

4.1 Full Refund

You are entitled to a full refund of our service fee if:

- We fail to deliver the agreed service
- You cancel within 24 hours of placing your order
- You cancel before work has commenced
- We cancel your order at our discretion
- We decline your service after payment (see Section 7 of the Terms and Conditions)

4.2 Partial Refund

A partial refund may be granted if:

- You cancel after work has commenced
- The service has been partially delivered

4.3 No Refund

No refund will be granted for:

- University/CAO application fees paid on your behalf (these are paid to third parties and are non-refundable by us)
 - Career Consultation Package (R50) once the report has been delivered
 - Work already completed on your application before cancellation
 - Services that have been fully delivered
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5. Non-Refundable Items

The following items are **non-refundable**:

- **University/CAO application fees:** These are paid directly to the institution or CAO and are non-refundable by us.
 - **Career Consultation Package (R50):** Non-refundable once the detailed report has been delivered.
 - **Completed work:** Any work already completed on your application before cancellation.
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6. Refund Processing Timeframes

- Refunds will be processed within **7–10 working days** of approval.
 - Refunds are issued via the **original payment method** (PayFast).
 - You will receive confirmation once your refund has been processed.
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7. How to Request a Refund

To request a refund:

1. Contact us at weapplyforyouhelp@gmail.com or +27 61 261 0044 with your order details.
 2. We will acknowledge your request within **48 hours**.
 3. We will assess your request and respond with a decision within **7 working days**.
 4. If approved, your refund will be processed within **7–10 working days**.
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8. Dispute Resolution

If you are unhappy with the outcome of your refund request:

1. Contact us directly to discuss your concern.
2. We will investigate and respond within **7 working days**.
3. If unresolved, both parties agree to attempt mediation before pursuing legal action.
4. This policy is governed by South African law.

9. Contact Us

For any queries regarding this Refund and Cancellation Policy, please contact us at:

- **Email:** weapplyforyouhelp@gmail.com
- **Phone:** +27 61 261 0044
- **WhatsApp:** +27 61 261 0044
- **Website:** weapplyforyou.app

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