

Terms and Conditions for weapplyforyou.app

Last Updated: 17 September 2026

1. Introduction

Welcome to weapplyforyou.app. These Terms and Conditions ("Terms") govern your use of our website and the services we provide. By using our website, engaging our services, or making payment, you agree to be bound by these Terms. If you do not agree with any part of these Terms, please do not use our services.

These Terms should be read together with our Refund and Cancellation Policy, which forms part of these Terms.

2. Company Information

- **Website:** weapplyforyou.app
 - **Email:** weapplyforyouhelp@gmail.com
 - **Phone:** +27 61 261 0044
 - **WhatsApp:** +27 61 261 0044
 - **Business Hours:** Monday–Friday, 08:00–17:00 SAST
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3. Services

We Apply For You ("we", "us", "our") provides application assistance and related services to prospective students applying to South African universities and TVET colleges, as well as NSFAS funding applications.

3.1 Services Included

Depending on the package you select, our services may include:

- Career counselling and results analysis
- Personalised career path recommendations
- Completion and submission of university applications on your behalf
- Uploading and formatting of required documents
- NSFAS funding application assistance
- Application status tracking and updates

- CAO application handling (for participating universities)
- Guidance on direct university application fee payments
- Email, WhatsApp, and/or phone support (depending on package)

3.2 Services Excluded

The following are **not included** in any of our packages:

- University application fees payable directly to institutions or via CAO (see Section 4.3)
- Guarantee of admission — universities make final decisions
- Visa, accommodation, or travel arrangements
- Any service not explicitly listed in your chosen package

All services are subject to availability and the applicable university/CAO application windows.

4. Pricing and Payment

4.1 Service Fees

All prices are displayed in South African Rand (ZAR) and include VAT where applicable. Payment is required in full before we commence any service.

Career Consultation Package — R50

- **One-time consultation and detailed report**
- **Delivered within 48 hours**
- **Support via email**

Basic Package — R100

- **Up to 3 universities**
- **NSFAS assistance included**
- **Consultation included**
- **Email support (48-hour response time)**
- **Processing time: 3–5 days**

Standard Package — R180

- **Up to 6 universities**

- **NSFAS assistance included**
- **Consultation included**
- **Email support (24-hour response time)**
- **WhatsApp support**
- **Processing time: 1–2 days**

Premium Package — R250

- **Up to 9 universities**
- **NSFAS assistance included**
- **Consultation included**
- **Email support (12-hour response time)**
- **WhatsApp support**
- **Phone support**
- **Processing time: 24 hours**

4.2 Career Consultation Package

The Career Consultation Package (R50) includes a one-time consultation and a detailed report analysing your matric results, matching them with your interests, and recommending career paths and degrees you qualify for.

4.3 Third-Party University Application Fees

Important: Some universities charge their own application fees, which are **not included** in our service fees. These are payable directly to the university or via the Central Applications Office (CAO). We will clearly indicate any such fees before you pay, and we will not submit your application until these fees are paid.

- **University of Cape Town (UCT): R100**
- **Wits University: R100**
- **Stellenbosch University: R400**
- **University of Pretoria (UP): R300**
- **UKZN (via CAO): R250 (covers up to 6 choices)**
- **Rhodes University: R100**
- **Sefako Makgatho (SMU): R300**

- **Tshwane University of Technology (TUT): R240**
- **University of Limpopo (UL): R200**
- **University of Fort Hare (UFH): R120**
- **Vaal University of Technology (VUT): R110**

4.4 CAO Applications

UKZN and several other universities use the Central Applications Office (CAO) system. One CAO application covers up to 6 choices (programs) for a single fee of R250. We will handle your CAO registration and application. Universities using CAO include: UKZN, DUT, MUT, UniZulu, CUT, and VUT.

4.5 Payment Assistance

If you need help with payment, we will guide you through the process or handle it for you. We submit your application only after you confirm payment of any applicable university/CAO fees.

4.6 Secure Payments

All payments are processed securely via PayFast. We do not store your payment card details.

5. Customer Responsibilities and Required Documentation

5.1 Your Responsibilities

To enable us to deliver our services, you must:

- Provide accurate personal information (ID number, contact details, etc.)
- Submit certified copies of all required documents
- Ensure all documents are valid, current, and legible
- Pay any university/CAO application fees directly or via us as agreed
- Respond to our communications within reasonable time
- Confirm that your chosen qualifications meet university requirements
- Notify us immediately of any changes to your information or circumstances

5.2 Required Documentation

Required documents typically include:

- Certified copy of ID/passport

- Matric certificate or latest results
- Proof of residence
- Any additional documents required by specific universities or programmes

We will advise you of the exact documents required for your chosen institutions.

6. Processing Timelines

- **Basic Package:** 3–5 working days
- **Standard Package:** 1–2 working days
- **Premium Package:** 24 hours
- **Career Consultation:** Delivered within 48 hours

Timelines begin once we have received **all** required documents and confirmed payment of any applicable university/CAO fees. Timelines are estimates and may be affected by university/CAO system availability or public holidays.

7. Circumstances Under Which Services May Be Delayed or Declined

We may delay or decline a service if:

- Required documents are missing, illegible, or expired
- Payment is not received or does not reflect
- University/CAO application fees are not paid
- We cannot reach you despite reasonable attempts
- The requested university or programme is not open for applications
- You provide false or misleading information
- The service requested falls outside our scope
- Force majeure events occur (e.g., load shedding, internet outages, university system downtime)

If we decline a service after payment, you will receive a full refund in accordance with our Refund Policy.

8. Refund Policy

8.1 Service Not Delivered

If we fail to deliver the agreed service, you are entitled to a full refund of our service fee.

8.2 Customer Cancellation

- If you cancel **before work has commenced**, you will receive a full refund.
- If you cancel **after work has commenced**, refunds will be assessed on a case-by-case basis based on the work already completed.

8.3 Non-Refundable Items

The following are **non-refundable**:

- University/CAO application fees paid on your behalf (these are paid to third parties and are non-refundable by us)
- Career Consultation Package (R50) — non-refundable once the report has been delivered
- Work already completed on your application before cancellation

8.4 Refund Processing Timeframes

Refunds will be processed within **7–10 working days** via the original payment method (PayFast).

8.5 How to Request a Refund

To request a refund, contact us at weapplyforyouhelp@gmail.com or +27 61 261 0044 with your order details. We will acknowledge your request within 48 hours.

9. Cancellation Policy

9.1 Customer Cancellation

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

Cancellations after work has commenced may incur a partial charge for work already done. The amount charged will be assessed based on the work completed at the time of cancellation.

9.2 Cancellation by Us

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

9.3 How to Cancel

To cancel your order, contact us at weapplyforyouhelp@gmail.com or +27 61 261 0044 with your order details.

10. Delivery Policy

- **Service Delivery:** All services are delivered electronically via email or as otherwise communicated.
 - **Contact Details:** Ensure your contact details are correct when placing your order.
 - **Unable to Reach You:** If we are unable to reach you to complete the service, your order may be paused. We will attempt to contact you via email and phone.
 - **Confirmation:** You will receive confirmation of submission within the processing timeframe for your package.
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11. Dispute Resolution

1. Contact us directly at weapplyforyouhelp@gmail.com or +27 61 261 0044 with your concern.
 2. We will acknowledge your dispute within **48 hours**.
 3. We will investigate and respond with a proposed resolution within **7 working days**.
 4. If unresolved, both parties agree to attempt mediation before pursuing legal action.
 5. These Terms are governed by South African law.
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12. Limitation of Liability

We do not guarantee admission to any university or college. Universities make final decisions on all applications. Our liability is limited to the service fees you have paid to

us. We are not liable for any indirect, incidental, or consequential damages arising from the use of our services.

13. Privacy and Confidentiality

We are committed to protecting your privacy. All personal information and documents you provide are treated as confidential and are used solely for the purpose of delivering our services. We do not sell or share your information with third parties except as required to complete your applications.

14. Amendments

We reserve the right to amend these Terms at any time. Changes will be posted on our website with an updated "Last Updated" date. Continued use of our services after changes constitutes acceptance of the amended Terms.

15. Contact Us

For any queries regarding these Terms or our services, 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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16. Important Note

We don't guarantee admission — universities make final decisions. We ensure accurate submission and follow-ups.

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