



Timbuka (Pty) Ltd - Refund Policy

Effective Date: 12 June 2025

1. Purpose

This Refund Policy outlines the conditions under which Timbuka (Pty) Ltd will offer refunds for paid services or content accessed via our streaming platform, mobile application, or partner systems. While the majority of Timbuka content is free, this policy governs any transaction involving paid content, subscriptions, or digital services.

2. Scope

This policy applies to:

- Paid livestreams or archived content
- Premium subscriptions
- Event access fees
- Digital downloads
- Any paid upgrade or value-added service

3. Cooling-Off Period

In accordance with the Electronic Communications and Transactions Act (ECTA), Section 44, users are entitled to a 7-day cooling-off period from the date of purchase to cancel a transaction and request a full refund, provided the content has not been substantially consumed or downloaded.

To be eligible:

- The refund request must be submitted within 7 calendar days of the original purchase.
- The digital content must not have been fully accessed, viewed, or downloaded.

4. Faulty or Inaccessible Content

Users are entitled to a full refund if:

- The content is defective, corrupt, or fails to play as advertised,
- Access was not delivered due to a system error attributable to Timbuka or its partners, and
- No suitable replacement or correction can be provided within 48 hours.

5. How to Request a Refund

To initiate a refund, please:

- Email support@timbuka.com with the subject line “Refund Request”
- Include: full name, registered email address, purchase reference or order number, date of purchase, and reason for refund.

All valid refund requests will be processed within 10 business days of approval, and funds will be returned via the original payment method.

6. Exclusions

Refunds will not be granted in the following cases:

- Refund request made after the 7-day cooling-off period (unless content is faulty)
- Content already streamed or downloaded in full
- Failure to access content due to end-user device or connectivity issues
- Refund requests based on subjective dissatisfaction with content after full consumption

Timbuka reserves the right to consider discretionary credits or platform vouchers in these instances.

7. Policy Amendments

Timbuka reserves the right to amend this Refund Policy at any time. Updated versions will be published on our official platforms with the revised effective date. Continued use of the platform following changes constitutes acceptance of the revised terms.

8. Contact

For all refund-related inquiries, please contact:

Timbuka (Pty) Ltd

Email: support@timbuka.com