BILLING POLICY

Cancellation & Refund Policy

For Duewarden, operated by TECBINO (Pty) Ltd

Entity	TECBINO (Pty) Ltd
Document date	27 September 2026
Status	Effective

Effective date: 27 September 2026

1. 7-day Starter trial

Each new workspace is eligible for a 7-day Starter trial unless the sign-up page states otherwise. The trial expires automatically at the end of the 7-day period and does not automatically convert into a paid subscription. No subscription charge is taken merely because the trial expires. To continue using paid features, the customer must deliberately select a paid plan and complete the applicable purchase process. Any paid plan then follows the recurring renewal and cancellation rules below.

2. Subscription plans and renewal

Plan	Monthly	Annual
Starter	R499 / month	R4,990 / year
Business	R999 / month	R9,990 / year
Professional	R1,999 / month	R19,990 / year
Enterprise	Custom quotation	Custom quotation

Monthly subscriptions renew monthly and annual subscriptions renew annually unless renewal is cancelled. Enterprise terms are set out in the accepted quotation or order form. TECBINO is not currently VAT registered; the listed public prices are the current total subscription price charged by TECBINO.

3. How to cancel renewal

A workspace administrator can turn off subscription renewal in the Duewarden application. Cancellation of renewal normally takes effect at the end of the current paid billing period. The workspace remains available until that date unless the customer requests earlier closure or applicable law requires otherwise.

Keep the in-app cancellation confirmation. If the cancellation control is unavailable, contact support_duewarden@tecbino.co.za and include the workspace name and billing contact. Do not send passwords or full card details.

4. Annual plans

For a juristic-person customer, an annual plan is a 12-month commercial commitment unless the accepted order says otherwise. Turning off renewal prevents the next annual charge but does not automatically create a pro-rata refund for unused time in the current annual term.

Where the Consumer Protection Act gives a natural-person consumer a statutory right to cancel a fixed-term agreement, TECBINO will apply the statutory notice, reasonable charge / credit and renewal rules that lawfully apply. The commercial B2B rule above does not override mandatory consumer rights.

5. Refund requests

Refunds are not automatic merely because the Service was unused or renewal was not cancelled before the billing date. Refund requests may be submitted to support_duewarden@tecbino.co.za. Include the workspace name, payment date, amount and Paystack transaction reference if available.

TECBINO may approve a full or partial refund for duplicate charges, billing errors, an agreed service failure, a legally required cancellation, or another appropriate circumstance. Approved refunds are normally returned through the original payment method. Bank and Paystack processing times are outside TECBINO's direct control.

6. ECTA cooling-off rights

Where ECTA section 44 applies to a consumer electronic transaction, the consumer may have a statutory cancellation right for services, subject to the exclusions and conditions in ECTA. Duewarden is normally activated immediately. Where applicable, any consent or acknowledgement required by law for immediate commencement of the service is presented during the purchase process.

7. Workspace closure and data deletion

Turning off renewal does not immediately delete the workspace. The workspace closes when paid access ends or on an earlier agreed closure date. Customer workspace data is then scheduled for deletion or irreversible de-identification within 40 days, except information TECBINO is lawfully required or authorised to retain, including relevant billing, tax, fraud, dispute or security records.

8. Charge disputes

Contact TECBINO first at support_duewarden@tecbino.co.za so that a billing issue can be investigated promptly. This does not remove any right the customer has to contact its bank, Paystack, a regulator, an ombud or another statutory dispute body.