

## Refund and Dispute Policy

Callpay provides payment solutions to merchants, facilitating transactions between merchants and their customers (payers). As a payment solutions provider, we do not have control over the goods or services provided by merchants. Therefore, our refunds and disputes policy is designed to ensure that customers receive timely refunds for non-delivery or unsatisfactory delivery of goods and services, while also protecting the interests of our merchant partners.

### 1. Refund Responsibility:

Payers are referred to the applicable refunds and returns policies of the merchant available from the merchant directly. Callpay will only initiate a refund with the written approval of the merchant. Merchants agree to honour all refund requests from their customers, in accordance with their own refund policies and applicable laws.

### 2. Role of Callpay

Callpay does not have the authority to issue refunds independently. Any refund can only be processed following the merchant's written approval.

### 3. Refund Process

- Payers must first contact the merchant directly to request refund or resolve a dispute in accordance with the merchants refund and dispute processes and policies.
- Merchants can then effect the refund themselves or use the tools provided by Callpay to effect the refund. If required by the merchant, Callpay will action a refund via either refunding to the card the payment was done (if it was a card transaction) where bank clearing times apply. Otherwise Callpay will process a payout next day where the funds will be paid to the required payer bank account (which can take up to 48 hours). Merchants policies and procedures regarding timelines for refunds will also be adhered to.
- If the merchant fails to respond or honour a refund request, the payer may contact Callpay for assistance. Merchants and clearing system participants can contact us directly if they need assistance resolving a dispute or issuing a refund. In this regard:
  - You can contact us by sending an email with relevant transaction details and nature of dispute to [support@callpay.com](mailto:support@callpay.com) or by contacting our support line on +27 (0) 87 550 6825 during office hours. Alternatively you can reach out to our Whatsapp support or utilise our contact form <https://www.callpay.com/contact-us/>.
  - Callpay will review the refund request and may request additional information from the payer, clearing system participant and/or merchant.
  - If Callpay determines that a refund is warranted, we will work with the merchant to facilitate the refund.

### 4. Applicable Refund Fees

If a refund is agreed upon by the merchant in writing. If any fees are applicable for refunds, the merchant is responsible for the fees subject to the refund method. Refunds are often executed without the involvement of Callpay, where we are not part of the transaction process. Should our withdrawal or refund services or refund button be used to process a refund, Callpay will levy a service fee payable by the merchant.

### 5. When would Callpay be liable to pay a refund

Outside of being instructed by the merchant pursuant to the merchant's policies to effect a refund, Callpay will be liable for a refund for the EFTSecure services where Callpay is directly responsibility for fraudulent, unauthorised or incorrectly facilitated transactions. Such a refund will be paid within a reasonable time through the original method of payment, unless specifically agreed by the payer to have the credit processed through an alternate mode.

**6. Changes to Refunds Policy**

Callpay reserves the right to modify or update this refunds and disputes policy at any time, with or without notice. Changes to this policy will be effective immediately upon posting on our website.