



**SKYLAW**  
L E G A L

# REFUND POLICY

August 2021

Due to the nature of our business all requests for refunds will receive the attention of senior management and considered on a case-by-case basis. All requests for refunds must be submitted to [support@skylaw.co.za](mailto:support@skylaw.co.za) together with the following information:

1. Your full name, email address and other contact details (eg. cell number); and
2. Quality Colour Copy of your Identification Document which is acceptable to us in terms of international best practice standards; and
3. Quality copy of your proof of address less than 3 months old which is acceptable to us and in terms of local laws and regulations; and
4. Full details of when and what service was purchased from Skylaw Legal; and
5. Full details of reasons why you are requesting a refund.

We will evaluate each request for a refund carefully and attempt to resolve the matter, together with you, within 30 calendar days from the date which your request for a refund (together with complete and full details as requested in 1-5 directly above) is received.

Should we decide to make a refund, we will deduct all bank charges incurred and only reimburse you with the balance. We will, however, not charge you an administration fee.

Should we decide not to make a refund you will have no further recourse against Skylaw Legal. Without detracting from the provisions above, it is expressly stipulated that you are free to follow any legal avenue available to you following a refusal of a refund from Skylaw Legal.

Should you have any questions – you are welcome to contact our customer support team via [support@skylaw.co.za](mailto:support@skylaw.co.za)