

REFUND & CANCELLATION POLICY

WildPlanner — WildHire (Pty) Ltd

Effective date: 1 June 2026 · Last updated: June 2026

WildPlanner is a subscription-based SaaS platform. This policy sets out how cancellations are handled and under what circumstances refunds may be issued. By subscribing, you agree to these terms.

1. Subscription Model

WildPlanner is offered on a monthly or annual subscription basis. Your subscription begins on the date of your first payment and renews automatically at the end of each billing cycle unless cancelled.

2. Cancellation

You may cancel your subscription at any time through your account settings or by contacting us at hello@wildplanner.co.za.

- Monthly plans: cancellation takes effect at the end of the current billing period. You retain full access to the platform until that date.
- Annual plans: cancellation takes effect at the end of the current annual term. No partial-period refunds are issued unless stated otherwise in Section 3.

We do not prorate unused time on monthly subscriptions.

3. Refunds

Scenario	Refund Outcome
Cancellation within 14 days of first payment (new subscribers only)	Full refund, no questions asked
Cancellation after 14-day window (monthly plan)	No refund; access continues to end of billing period
Cancellation after 14-day window (annual plan)	No refund unless exceptional circumstances apply
Duplicate charge or billing error	Full refund of the erroneous charge
Extended platform outage (>48 hrs in a billing period)	Pro-rata service credit issued at our discretion

Refunds are not issued for:

- Failure to use the platform after payment.
- Dissatisfaction with features already available at the time of subscription.
- Third-party costs incurred in connection with your use of WildPlanner.

4. How to Request a Refund

Email hello@wildplanner.co.za with your account email address, the date of the charge, and the reason for your request. We will respond within 5 business days. Approved refunds are processed within 10 business days and returned to the original payment method.

5. Free Trials

If WildPlanner offers a free trial period, no payment is taken until the trial ends. You may cancel during the trial at no cost. If you do not cancel before the trial ends, your subscription will begin and payment will be charged as per the selected plan.

6. Plan Changes

Upgrading your plan takes effect immediately and you will be charged the pro-rated difference. Downgrading takes effect at the start of your next billing cycle.

7. Account Termination by WildPlanner

We reserve the right to suspend or terminate your account for breach of our Terms and Conditions. In cases of termination for cause, no refund will be issued. In cases of termination without cause initiated by us, we will provide a pro-rata refund for the unused portion of your current billing period.

8. Consumer Protection

Nothing in this policy limits your rights under applicable South African consumer protection legislation, including the Consumer Protection Act 68 of 2008.

9. Contact

WildHire (Pty) Ltd, South Africa
hello@wildplanner.co.za

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