

DOCUMENT REFERENCE POL-RFD-2026-V1	EFFECTIVE DATE August 2026	VISIBILITY Public Document	AUDIENCE Clients & Transport Partners
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1. CORE PRINCIPLES & CONSUMER PROTECTION

This Refund & Cancellation Policy governs financial reversals and cancellations for services booked on WilteX Direct. This policy adheres strictly to the South African *Consumer Protection Act (CPA) 68 of 2008* and ensures equitable financial adjustments for clients and service providers.

2. REFUND ELIGIBILITY MATRIX

Scenario / Trigger	Refund Eligibility	Cancellation Fee / Deduction Details
Cancellation before Driver Dispatch	100% Full Refund	Zero deduction if cancelled prior to a driver accepting or dispatching toward pickup.
Cancellation En-Route (Driver Dispatched)	Partial Refund	Base call-out fee deducted to compensate driver for fuel and time incurred. Balance refunded.
Driver No-Show / Service Abandonment	100% Full Refund	Full refund issued immediately + driver penalized on platform quality metrics.
Unsuccessful Delivery (Customer Fault)	No Refund	If recipient is absent or invalid address provided, full trip fee applies; return trip costs billed separately.

3. REFUND PROCESSING MECHANICS

Original Payment Method Reversal: All approved refunds are automatically routed back to the original card or bank account utilized during checkout via our payment processor (Paystack). Funds typically reflect within **3 to 5 business days** depending on the card-issuing institution.

4. NON-REFUNDABLE PROCESSING FEES

Standard platform technology fees or third-party card processing surcharges are non-refundable in instances where cancellation occurs due to client error after dispatch confirmation.

Issued By:

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