



**S2JK (Pty) Ltd. trading as eduXeed**  
**(Registration number: 2020/424724/07)**  
**(“THE COMPANY”)**

**ONLINE SELF-PACED TUTORIAL SHORT COURSES**  
**REFUNDS AND EXCHANGE POLICY**

**Clause 1 Circumstances in which Returns and/or Exchanges are allowed**

1.1 We permit returns and/or exchanges in the following instances:

1.1.1 If a user/student/learner drops an online self-paced tutorial short course after enrolment, but before completion within the stipulated three months, and explains in writing his or her dissatisfaction with the course..

**Clause 2 When a Return and/or Exchange needs to be initiated**

2.1 Returns and/or exchanges need to be initiated within ninety days of delivery of the product having been delivered to you.

**Clause 3 The choices you have upon Returning the Product**

3.1 When a product is returned to us you can:

3.1.1 Have the amount refunded to you.

3.1.2 Have the product replaced/exchanged.

**Clause 4 How a Return and/or Exchange is initiated**

4.1 All returns and/or exchanges shall be initiated by means of an email sent to [admin@eduxeed.com](mailto:admin@eduxeed.com) setting out:

4.1.1 the reason for the return.

4.1.2 whether you would like a refund or a replacement.

**Clause 5 What will happen once a Product is returned**

5.1 Once returned, you will either receive a refund or a replacement, as per your preference.