



## **Value Added Healthcare SA(Pty) Ltd**

### **Payment and Refund Policy**

#### **Introduction**

Value Added Healthcare South Africa (Pty) Ltd also known as VAHSA is committed to providing clear and transparent payment and refund terms to ensure a secure and customer-friendly experience.

#### **Payment Terms**

1.1 Payment Methods: We accept the use of payment gateways, debit and credit cards, bank transfers, and QR-code payments on request.

1.2 Payment Processing: Payments are processed within 72 hours of receipt.

1.3 Currency: All payments are processed in South African Rands (ZAR).

#### **Refund Policy**

2.1 Eligibility: Refunds are issued for services cancelled by VAHSA, client-initiated cancellation; duplication of payment and/or error on VAHSA's part resulting in an incorrect debit or charge. Refunds will not be considered where there is failure to provide required documentation.

2.2 Refund Process: The party initiating the refund may only be the party who signed as payer on the registration or request form or interface. They are to forward the refund documents to [drmnnyandu@outlook.com](mailto:drmnnyandu@outlook.com) with the related invoice number as a subject of the email. Refunds are processed within 14 days of receiving a complete refund request.

2.3 Refund Amount: Refunds will be issued for up to 75% of the amount paid.

#### **Cancellation and Refund Procedure**

To request a refund, please submit the following documentation:

3.1 Completed Refund Request Form

3.2 Proof of payment

3.3 Supporting documentation

#### **Additional Terms**

1. Late Payments: Late payment for invoiced services may attract up to 10% penalties.
2. Disputes: Disputes can be lodged directly to the company via [vahsa\\_health@outlook.com](mailto:vahsa_health@outlook.com)
3. Changes to Policy: We reserve the right to update this policy.

#### **Contact Information**

For inquiries or concerns regarding our payment and refund policy, please contact:

Value Added Healthcare South Africa (Pty) Ltd  
+27 73 922 1860  
[vahsa\\_health@outlook.com](mailto:vahsa_health@outlook.com)

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