

Refunds and shipping policy

Last Updated: 11 August 2025

1. Overview

Where2Go is a subscription-based service operated by **Kodecraft (Pty) Ltd** that helps users discover places of interest and allows location owners to showcase their venues. This policy outlines our procedures for cancellations, refunds, and shipping (where applicable).

2. Cancellations

Users may cancel their subscription at any time by emailing cancellations@where2go.co.za. Please include your full name, account email address, and reason for cancellation in your email.

Cancellations received at least **3 business days** before your next billing date will prevent further charges. Cancellations received after this period may result in one final billing before termination.

3. Refunds

We aim to provide a high-quality service and want you to be completely satisfied.

- Refund requests must be made within **1 calendar month** of your initial subscription sign-up to be eligible for a full refund.
- Requests for refunds submitted after the first calendar month will only be considered for the current month in dispute and will be handled at the sole discretion of **Where2Go (Kodecraft)**.
- Refund requests must be sent to cancellations@where2go.co.za from the email address used to sign up to Where2Go, including your account details and a brief explanation of the reason for your request.
- Approved refunds will be paid via **EFT (Electronic Funds Transfer)** directly to the bank account registered to the owner of the Where2Go account.
- Refunds will be processed within **7–10 business days** once approved.
- No partial refunds will be provided for unused time in a subscription period outside of the initial refund window.

4. Shipping

Where2Go is a digital service operated by **Kodecraft (Pty) Ltd**; therefore, no physical goods are shipped. Access to your subscription and its features is granted immediately after payment confirmation. Any downloadable or digital content provided as part of the service will be accessible via your account.

5. Contact Us

If you have questions about this policy or need assistance with a refund or cancellation, please contact us at:

 **Email:** cancellations@where2go.co.za

 **Website:** www.where2go.co.za