Refund & Cancellation Policy

Our commitment to fair and transparent billing

Effective Date: 21 May 2026

Developed & Maintained by
Ansoff International (Pty) Ltd

Marketing & Distribution by
E-Barbie · www.ebarbie.co.za

1. Overview

This Refund and Cancellation Policy applies to the Valora Pro subscription service offered through the Valora application ("the App"), developed and maintained by Ansoff International (Pty) Ltd, with marketing and distribution handled by E-Barbie. We believe in transparent, fair billing practices and want you to feel confident in your subscription.

2. Subscription Details

- **Plan:** Valora Pro
- **Price:** R299 per year (inclusive of VAT where applicable)
- **Billing Cycle:** Annual, renewing automatically on the anniversary of purchase
- **Payment Processor:** Paystack (PCI-DSS compliant)
- **Currency:** South African Rand (ZAR)

3. Free Tier

Valora offers a free tier that allows you to catalogue up to 5 dolls at no cost. The Free Tier does not require any payment information and there is nothing to cancel or refund. We encourage all users to try the Free Tier before subscribing to Pro to ensure the App meets their needs.

4. Cancellation Policy

4.1 How to Cancel

You may cancel your Valora Pro subscription at any time by:

- Opening the Valora App and navigating to Settings
- Selecting the Subscription section
- Tapping the Cancel Subscription option and confirming your choice

Alternatively, you may contact us directly via email or phone to request cancellation. We will process your request within 2 business days.

4.2 Effect of Cancellation

When you cancel your Pro subscription:

- Your Pro features remain fully active until the end of your current billing period.
- No further charges will be made after the current period expires.
- After the billing period ends, your account reverts to the Free Tier. Your collection data is preserved in full — nothing is deleted.
- If your collection exceeds 5 dolls, you will still be able to view all your dolls but will not be able to add new entries until you either reduce your collection to within the Free Tier limit or re-subscribe to Pro.
- Pro-exclusive features (Wishlist, PDF exports, Share Cards, Insurance Reports) will become unavailable until

4.3 Auto-Renewal

Subscriptions renew automatically each year. We will send a reminder notification at least 7 days before your renewal date. If you do not wish to renew, you must cancel before the renewal date to avoid being charged for the next period.

5. Refund Policy

5.1 Cooling-Off Period

In accordance with the Consumer Protection Act (No. 68 of 2008) of South Africa and the Electronic Communications and Transactions Act (No. 25 of 2002), you are entitled to a full refund if you cancel your subscription within 7 days of your initial purchase or renewal, provided you have not made substantial use of Pro features during that period.

5.2 Eligible Refunds

We will issue a full refund in the following circumstances:

- Cancellation within the 7-day cooling-off period after initial purchase or renewal.
- Duplicate or erroneous charges — if you were charged twice or charged incorrectly.
- Service failure — if the App is substantially unavailable for an extended period (more than 7 consecutive days) due to issues within our control, and we are unable to resolve the problem within a reasonable timeframe.
- Unauthorised charges — if a charge was made without your authorisation (subject to verification).

5.3 Non-Refundable Situations

Refunds will generally not be issued in the following cases:

- Requests made after the 7-day cooling-off period has elapsed.
- Change of mind after substantial use of Pro features (e.g. generating exports, adding more than 5 dolls, using the Wishlist feature extensively).
- Failure to cancel before an auto-renewal date.
- Dissatisfaction with features that were clearly described before purchase.
- Temporary service interruptions due to scheduled maintenance or events beyond our control.

5.4 How to Request a Refund

To request a refund, please contact us with:

- Your registered email address
- The date of the charge you wish to dispute
- The reason for your refund request
- Your Paystack payment reference (if available)

Refund requests can be submitted via email to vicky@ebarbie.co.za or by phone at +27 76 992 5248.

5.5 Refund Processing

Approved refunds will be processed within 10 business days. Refunds are issued to the original payment method used for the transaction. Please allow an additional 5–10 business days for the refund to appear on your statement, depending on your bank or card issuer.

6. Pro-Rated Refunds

We do not offer pro-rated refunds for partial-year usage. The subscription is billed annually and, outside the cooling-off period, access continues until the end of the paid period. If you cancel mid-year, you retain access to Pro features for the remainder of the year you have already paid for.

7. Dispute Resolution

If you are dissatisfied with our refund decision, you may:

- Contact us to discuss the matter further — we aim to resolve all disputes amicably.
- Lodge a complaint with the National Consumer Commission (NCC) of South Africa if you believe your consumer rights have been violated.
- Contact Paystack's support team directly if the dispute relates to a payment processing error.

8. Changes to This Policy

We reserve the right to update this Refund and Cancellation Policy. Changes will be communicated through the App or by email at least 14 days before taking effect. The policy in effect at the time of your purchase or renewal applies to that transaction.

9. Contact Us

For cancellations, refund requests, or any questions about this policy, please contact us:

Contact

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