

Know Your Candidate – Delivery and Refund Policy

Disclaimer: Know Your Candidate (KYC) is a proprietary digital platform and product offering of VO Properties (Pty) Ltd, trading as VOB Technologies.

This policy forms part of the Terms and Conditions of knowyourcandidate.co.za, operated by VO Properties (Pty) Ltd (registration number 2021/366076/07), trading as VOB Technologies.

- **Address:** Suite No 9, No 2 Residency Road, Ladysmith, KwaZulu-Natal, 3370
- **Telephone:** +27 76 570 9550
- **Email:** info@knowyourcandidate.co.za

Words with capital letters have the meanings given in the Terms.

1. What you are buying

1.1 Know Your Candidate sells one product: the Verified Profile for a Candidate standing in the 2026 Local Government Elections, at a once-off fee of R249 (we are not VAT-registered, so no VAT is charged).

1.2 The Verified Profile is access to a reserved slot on our Platform for the Service Term. The Service Term runs from activation until 90 days after the IEC declares the result for your ward or council. During that time, you have access to:

- a verified badge, and greater visibility on the Platform than unclaimed profiles;
- your editable profile (photo, biography, manifesto, contact details);
- your Candidate CRM, with:
 - ward registration statistics;
 - aggregated data on how Voters interact with your profile; and
 - where Voters searched for your party;
- Canvass Leads from Voters who choose you or your party; and
- election result updates, and the ability to update your title to reflect the declared result.

The full description is in clause 6 of the Terms.

1.3 Identity is verified before you pay. You can only reach checkout after your identity number has been matched against the IEC's certified candidate list. Payment buys activation of a profile that has already been confirmed as yours.

2. Delivery

2.1 The Verified Profile is a digital service delivered online. Nothing is shipped, and there are no delivery or courier charges.

2.2 Delivery means activation. Your Verified Profile is delivered when it is unlocked in your account and you can edit it and see your dashboard. We will send you an email confirmation and an invoice when it is activated.

2.3 Activation times:

Payment method	When your profile is activated
Card or instant EFT through Payfast	Automatically, normally within minutes of Payfast confirming payment, and no later than 1 business day
Manual EFT (bank transfer)	Within 1 business day after the funds reflect in our bank account, which may take up to 2 business days from your bank

2.4 If your profile is not activated within these times, email info@knowyourcandidate.co.za with your name and payment reference. We will activate it, or explain the delay, within 1 business day.

2.5 Your Candidate CRM is available from activation:

- Ward registration data is loaded at activation.
- Profile engagement and party search-interest data update as Voters use the Platform.
- Canvass Leads appear as Voters submit requests.

The volume of views, searches and Canvass Leads depends on Voters, and we do not promise a minimum.

3. The fee is non-refundable once activated

3.1 The R249 fee is non-refundable once your Verified Profile has been activated. The only exceptions are listed in clause 5.

3.2 This is because, from activation, we have:

- reserved and unlocked your slot;
- given you access to analytics; and
- begun releasing Canvass Leads, which are Voters' personal information and cannot be recalled once delivered.

3.3 No cooling-off period. Section 44 of the Electronic Communications and Transactions Act 25 of 2002 (ECTA) normally gives a seven-day cooling-off right on online purchases. Section 42(2)(a) of ECTA excludes services that begin, with your consent, before those seven days end. You ask us to activate your Verified Profile immediately when you pay, so the cooling-off right does not apply.

4. What you agree to at checkout

4.1 Before you can pay, you must tick the following statement. The box is not ticked in advance, and you cannot pay without ticking it:

I have read and accept the Terms and Conditions and the Delivery and Refund Policy, including the clauses listed in clause 22 of the Terms. I ask Know Your Candidate to activate my Verified Profile immediately after payment. I understand that because the service starts immediately, I will not have a seven-day cooling-off right under section 44 of ECTA. I understand that the R249 fee is non-refundable once my profile is activated, except as set out in clause 5 of the Delivery and Refund Policy.

4.2 We keep an electronic record of the date and time you ticked this statement, the version of the Terms and this policy that applied, and your payment reference.

5. When we will refund

We will refund you only in these cases:

Case	Refund
You were charged more than once for the same profile, or charged more than R249	The duplicate payment or the excess
We did not activate your profile within 5 business days after confirming your payment, for a reason within our control, and you asked for a refund before activation	R249 in full
We close the Platform, or stop providing the Verified Profile, before polling day, for a reason other than your breach of the Terms	R249 in full
A refund is required by a provision of the Consumer Protection Act 68 of 2008 that cannot be excluded	The amount that law requires

Nothing in this policy limits any right you have under the Consumer Protection Act that the law does not allow us to exclude.

6. What is not refundable

Once your Verified Profile is activated, the fee is not refunded if:

- you change your mind, or no longer want or use the profile;
- you withdraw as a Candidate, or the IEC removes or disqualifies you;
- you do not win, or do not receive the votes you expected;

- the Election is postponed (your Service Term is extended instead; see clause 8.2 of the Terms);
- your profile receives fewer views than you expected, including from our promotional campaigns;
- you receive few or no Canvass Leads, or the Candidate CRM data does not meet your expectations;
- the Service Term ends and you choose not to sign up for a post-election service;
- the Platform is briefly unavailable because of maintenance, load-shedding or events outside our control;
- we suspend or close your profile because you breached the Terms, including by impersonation, fraud or misuse of Canvass Leads; or
- a party paid for your profile, alone or as part of a bulk payment, and later asks for the money back.

7. How to ask for a refund

7.1 Email info@knowyourcandidate.co.za with the subject line "Refund request". Include your full name, the profile concerned, your payment reference, and which case in clause 5 applies.

7.2 We will acknowledge your request within 2 business days and give you our decision within 5 business days.

7.3 Approved refunds are paid within 10 business days of our decision:

- for card or instant EFT payments, back through Payfast to the card or account used; and
- for manual EFT payments, into the bank account the payment came from.

Your bank may take a few more days to show the refund.

7.4 We refund the full approved amount and do not deduct an administration fee.

8. Chargebacks and payment disputes

8.1 Please contact us before you dispute a payment with your bank or Payfast. Most problems can be fixed within a business day.

8.2 If you dispute a payment for a Verified Profile that was activated, we will give your bank or Payfast our records of your identity verification, your acceptance at checkout, the activation, and your use of the profile. We may suspend the profile while the dispute is open.

8.3 If your card was used without your permission, tell us and your bank immediately. We will refund the cardholder and close the profile.

9. Complaints

If you are unhappy with our decision, you may follow the complaints process in clause 23 of the Terms. This includes referring the matter to the Consumer Goods and Services Ombud or

the National Consumer Commission.

Effective date: 26 October 2026. Version 1.0.