

Refund Policy

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This Refund Policy explains how refunds work on CutQ, the booking platform operated by Zulu Code (Pty) Ltd ('we', 'us' or 'our'). It forms part of our [Terms and Conditions](#).

Appointments

CutQ does not charge you for appointments. You pay the business for the services you book, at the time and in the way the business accepts. Any refund for a service, or a disagreement about the quality of a service, is between you and that business.

Each business sets its own cancellation policy, and CutQ shows it when you book. CutQ itself does not charge cancellation or no-show fees.

Deposits and payments

Some businesses ask for a deposit to secure a booking, and some ask you to pay the full price when you book. Whether a payment is required, and how much, is set by the business and shown before you book. Where the business allows it, you may also choose to pay the full price when you book, or pay your bill in the app after your visit. You can pay in the app or on cutq.co.za through our payment provider, Paystack, or directly to the business, for example in cash or by card at the salon. A payment made through Paystack goes to the business's own bank account, less Paystack's processing fee, and anything you pay before your visit comes off your bill. CutQ does not hold your money and takes no fee on these payments.

Whether money you paid before your visit is refunded follows the business's cancellation policy, which CutQ shows when you book and on the booking:

- If the business declines or cancels your booking, or does not respond to your request, everything you paid is refunded in full. The same applies if you cancel a booking the business has not yet confirmed.
- If you cancel before the business's cancellation deadline (24 hours before the appointment unless the business sets a different period), everything you paid is refunded in full.
- If you cancel after that deadline, or do not arrive, the business may keep its late cancellation charge: a percentage of the price of the booked service, set by the business, shown before you book, and never more than you have paid. The rest is refunded to you automatically. The business can still choose to refund you in full.
- No cancellation charge is kept when you cannot attend because of your death or hospitalisation, or that of a person for whom you are responsible, as section 17 of the Consumer Protection Act 68 of 2008 provides. Tell the business, and it will refund you.

A payment you make after your visit is for a service you have received, so it is not refunded automatically; any refund is between you and the business, which can refund you through CutQ.

A payment made through Paystack is refunded to the card or account you paid with; Paystack usually completes a refund within 3 to 10 working days of it being processed. A payment made directly to the business is refunded by the business.

If a business sets a payment deadline for the amount due when booking and it is not paid by then, the booking is released and nothing is charged.

For services with a 'from' price or a price range, the business sets your final bill at or after your visit, before asking you to pay it in the app.

Business subscriptions

Businesses that list on CutQ start with a free trial. No payment is taken during the trial. After the trial, a monthly subscription keeps the business visible to customers. Subscription payments are processed by Paystack.

All subscription payments are final and no refund will be issued for a billing period that has started. You can cancel at any time from the Subscription screen in the app; you keep access until the end of the period you have paid for, and you will not be charged again.

If you were charged in error (for example, charged twice for the same period, or charged after your cancellation took effect), contact us and we will refund the amount charged in error.

Your rights

Nothing in this policy limits any right you have under the Consumer Protection Act 68 of 2008 or the Electronic Communications and Transactions Act 25 of 2002 that cannot lawfully be excluded.

Questions

If you have any questions about this Refund Policy, email us at info@cutq.co.za.