

Returns, Refunds & Cancellation Policy

StudieMetodes / StudyTips
Last updated: 9 September 2026

At StudieMetodes / StudyTips, we want customers to understand our refund and cancellation terms before making a purchase. Please read this policy carefully before purchasing a digital product, course, workshop or other service from us.

1. Digital Products

Our digital products may include downloadable PDF documents, study notes, worksheets, flashcards, revision packs, assessments, workbooks and other downloadable educational resources.

Because our digital products are made available for download or access immediately after a successful purchase, **we do not normally offer refunds, returns or exchanges once the digital product has been supplied or made available for download**, except where a refund or other remedy is required by applicable South African law.

Please make sure that you select the correct product, grade, subject, language and/or term before completing your purchase.

If you accidentally purchase the wrong product, please contact us as soon as possible. Although we cannot guarantee an exchange or refund after access has been provided, we will consider the circumstances and assist where reasonably possible.

Problems with a digital product

If you experience a technical problem downloading or accessing a product, please contact us. We will assist you in obtaining access to the product you purchased.

If a file is corrupted, incomplete, incorrectly supplied or materially different from the product purchased, please contact us so that we can investigate and provide an appropriate remedy.

2. Study Method Courses and Workshops

Payments for our Study Method courses and workshops are generally **non-refundable**, subject to any rights that you may have under applicable South African law.

We understand, however, that unexpected circumstances can prevent a learner from attending a booked course.

If a learner is unable to attend the course for which they were booked, they may attend another available Study Method course **within three (3) months of the original course date at no additional course fee**, subject to the conditions below.

- The alternative course must have space available.
- The booking must be transferred to the same learner.
- The alternative course must be attended within three months of the original course date.

- The free transfer may not be exchanged for cash or a refund.
- Please contact us as soon as possible if the learner will not be able to attend.

If StudieMetodes cancels a course and we are unable to offer a suitable alternative, we will provide an appropriate remedy, which may include transferring the booking or issuing a refund.

3. Online Courses and Digital Course Access

Where an online course, digital programme or other online educational content provides immediate access after purchase, payments are generally non-refundable once access has been provided, except where otherwise required by applicable South African law.

If you experience a technical problem accessing your purchased course, please contact us so that we can assist you.

4. Duplicate or Incorrect Payments

If you believe that you have been charged more than once for the same transaction, or an incorrect amount has been charged, please contact us with your order details. We will investigate the transaction and refund any verified duplicate or erroneous payment where appropriate.

5. Statutory Consumer Rights

Nothing in this policy is intended to exclude, restrict or override any rights or remedies that a consumer may have under applicable South African law, including the Consumer Protection Act 68 of 2008 and the Electronic Communications and Transactions Act 25 of 2002.

Where applicable law gives you a right to cancel a transaction, obtain a refund, or receive another remedy despite the terms above, your statutory rights will apply.

6. Contact Us

If you have a question about a purchase, cancellation, digital download or course booking, please contact us through the contact details or contact form provided on our website.

When contacting us about an order, please include your name and order number so that we can assist you as quickly as possible.

StudieMetodes / StudyTips

studiemetodes.co.za

studytips.co.za