

Funnel Ninjas — Refund and Cancellation Policy

Last updated: 6 July 2026

Cancellation

- Either party may cancel the monthly retainer and/or hosting service by giving **30 days' written notice** (email to info@funnel-ninjas.com is sufficient).
- During the 30-day notice period, the service continues as normal and will be billed as usual.
- Cancellation takes effect at the end of the notice period, not immediately upon request.

Refunds

- Monthly retainer and hosting fees are billed in advance and are **non-refundable** once a billing cycle has started, as the fee covers availability and capacity reserved for you for that month, not only hours actually used.
- If you cancel partway through a billing cycle, service continues (and remains billed) until the end of the 30-day notice period; there is no partial-month refund for time remaining after cancellation takes effect.
- Unused support hours or an unused call-out within a given month are not refunded and do not carry over.

Our Right to Cancel

We may cancel or suspend services with immediate effect in cases of non-payment, or with 30 days' notice for any other reason. Fees already paid for the current billing cycle are not refunded in this case, except where cancellation is due to our inability to deliver the agreed service.

Exceptions

Any exception to this policy (for example, a refund in a specific circumstance) is at our sole discretion and must be agreed in writing.

How to Cancel

Send written notice to **info@funnel-ninjas.com** stating your intention to cancel. We will confirm receipt and the effective cancellation date (30 days from the date notice is received) in writing.

This is a general-purpose template and has not been reviewed by a South African qualified attorney. Please have it reviewed before relying on it as a binding legal document, particularly before submitting it for payment processor verification.