KENGO REFUND & CANCELLATION POLICY

Ride and food-order cancellations, failed payments, duplicate charges, refunds and cashback reversals

PUBLIC-FACING POLICY

Version 1.0 | Effective date: 10 October 2026

KenGo is operated by KNONGDEZIGNS (Pty) Ltd | Reg. No. 2017/183268/07
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1. PURPOSE AND GENERAL PRINCIPLES

This Policy sets out the circumstances and procedures governing cancellation, refund, reversal and complaint requests relating to services transacted through the KenGo Platform. It applies to passenger rides, food and merchant orders, courier services and related payment transactions.

KenGo means KNONGDEZIGNS (Pty) Ltd (registration number 2017/183268/07) trading as KenGo. Effective date: 10 October 2026. This Policy must be read with the Terms of Service, Payment & Wallet Policy, Food Delivery Terms and Applicable Law.

This Policy is not intended to reduce, waive or exclude any right or remedy conferred on a consumer by the Consumer Protection Act 68 of 2008 ("CPA"), the Electronic Communications and Transactions Act 25 of 2002 ("ECTA") or any other Applicable Law. Where a statutory remedy is more favourable or mandatory, that remedy prevails.

2. TRANSPARENCY BEFORE TRANSACTION

2.1 Before a User confirms a ride or order, the Platform must display any applicable cancellation fee, no-show charge, refund restriction, timing condition and the event that triggers the charge.

2.2 A cancellation fee must be reasonable, proportionate to the circumstances and disclosed in a manner that brings its nature and effect to the User's attention before the transaction is concluded. A fee may not be imposed merely because a User exercises a non-excludable statutory right.

2.3 The Platform must not describe a transaction as non-refundable where Applicable Law provides a refund or other remedy.

3. RIDE CANCELLATIONS

3.1 Before Driver acceptance: Where a User cancels before a Driver has accepted the request, no cancellation charge will ordinarily arise, unless a different lawful and clearly disclosed rule applies to a particular service.

3.2 After Driver acceptance: A cancellation charge may be applied only where the applicable fee was disclosed before booking and the charge is reasonable in light of the Driver's time, distance travelled, waiting time and other relevant circumstances. The Platform must record the event and basis for the charge.

3.3 Driver no-show or failure to provide service: If no Driver is allocated, the Driver does not arrive within the communicated period, the ride is cancelled by KenGo or the Transport Operator, or the service is otherwise not supplied, the User is entitled to a reversal or refund of amounts paid for the unprovided service, subject to any lawful adjustment for a service actually rendered.

3.4 Passenger no-show: A no-show fee may be imposed only if the waiting period, contact procedure, fee and triggering event were disclosed in advance and the Driver has complied with the applicable procedure. The fee must not be punitive or unfair.

3.5 Fare dispute: A User may dispute a fare adjustment, route, waiting-time charge, toll, stop or other amount by providing the ride reference and explanation. KenGo will review the booking data and available trip records and provide a reasoned outcome.

4. FOOD AND MERCHANT ORDER CANCELLATIONS

4.1 Before Merchant acceptance: A User may cancel an order before Merchant acceptance through the Platform where that function is available. If payment has been collected, the applicable amount will be reversed or refunded.

4.2 After acceptance but before preparation: A cancellation request will be assessed against the Merchant's preparation status, the disclosed terms and Applicable Law. Where the order can reasonably be cancelled without loss, the User should not be charged an unreasonable amount.

4.3 After preparation or dispatch: Because food may be perishable or prepared specifically for the order, cancellation may be restricted to the extent permitted by law and the terms properly disclosed before purchase. This does not remove statutory rights relating to unsafe, defective, incorrect, incomplete or undelivered goods or services.

4.4 Merchant cancellation or stock unavailability: If a Merchant rejects or cancels an accepted order, or cannot supply an item, the User must be informed promptly and offered an appropriate remedy, including cancellation, a substitution with the User's express consent, or a refund.

4.5 Substitutions: No materially different item may be substituted without the User's consent. A substitution that changes price, size, ingredients, allergen profile or other material characteristic must be clearly disclosed.

5. INCORRECT, MISSING, DAMAGED OR UNSAFE ITEMS

5.1 A User should report an incorrect, missing, damaged, contaminated or unsafe item as soon as reasonably practicable after delivery, using the order support function or support@kengo.co.za The User should provide the order reference and describe the issue. Photographs or other evidence may be requested where reasonably available, but a lack of photographs will not automatically extinguish a statutory right.

5.2 KenGo may coordinate an investigation with the Merchant and Delivery Partner. The investigation may consider the listing, order confirmation, preparation records, dispatch information, delivery evidence, communications and any supporting material.

5.3 Depending on the facts and Applicable Law, an appropriate remedy may include correction, replacement, delivery of missing items, partial refund, full refund or another statutory remedy. The remedy will be assessed having regard to the nature and extent of the failure.

5.4 A Merchant may not contract out of statutory quality, safety, labelling or supplier obligations. KenGo's coordination role does not prevent a User from exercising rights against the legally responsible supplier.

6. COURIER SERVICE REFUNDS AND CLAIMS

6.1 A courier cancellation or refund will be assessed by reference to the stage of fulfilment, the agreed service, any disclosed cancellation charge and the reason the service was not completed.

6.2 Where a parcel is lost, damaged, delayed or delivered to the wrong recipient, the User should notify KenGo promptly with the booking reference and a description of the issue. KenGo will investigate with the Delivery Partner.

6.3 Any declared-value limit, excluded item, claim period or liability limit must have been disclosed and agreed before the courier booking and remains subject to mandatory law. No undisclosed limitation will be relied upon to defeat a statutory remedy.

7. FAILED, DUPLICATE AND UNAUTHORISED PAYMENTS

7.1 Failed payment: If a payment attempt fails but an amount appears as pending or debited, the User should provide the payment reference. KenGo will check the provider's authorisation and settlement status. A pending authorisation may be released by the issuing institution in accordance with its processing timelines.

7.2 Duplicate payment: Where two payments are confirmed for one transaction, the excess payment will be reversed or refunded through an appropriate lawful method. The User should provide both transaction references where available.

7.3 Unauthorised payment: A User who suspects an unauthorised transaction should notify KenGo and the relevant bank or payment provider promptly. KenGo may request information reasonably necessary to investigate, subject to POPIA and applicable provider rules.

7.4 No corresponding service: Where funds were collected without a corresponding valid booking, order or service, KenGo will investigate and arrange reversal or refund if the collection is confirmed to be erroneous or unjustified.

8. REFUND METHOD AND PROCESSING

8.1 Approved refunds will ordinarily be returned to the original payment method where practicable and lawful. Processing time may depend on the payment provider, card scheme, bank or other institution. KenGo will communicate any known provider-dependent delay.

8.2 Wallet credit will not be substituted for a monetary refund where the User is legally entitled to repayment, unless the User freely agrees to the alternative and the arrangement is lawful.

8.3 If the original payment method is closed, unavailable or incapable of receiving the refund, KenGo may request reasonable verification and arrange an alternative lawful method. KenGo will not require unnecessary personal information.

8.4 The User will be provided with a refund or reversal reference where one is available. A refund is not complete merely because KenGo has initiated a request; settlement status will be confirmed to the extent reasonably available from the provider.

9. CASHBACK REVERSALS

9.1 Cashback is calculated and credited in accordance with the Payment & Wallet Policy. Where the underlying ride is cancelled, refunded, reversed, charged back or found to be fraudulent, cashback attributable to the affected amount may be reversed proportionately.

9.2 Any cashback adjustment must be recorded in the Wallet history with the original transaction reference, amount adjusted, date and reason. A reversal may not be used to impose a penalty or recover more than the cashback attributable to the affected transaction.

9.3 If a refund is partial, the cashback reversal must be proportionate to the eligible amount refunded or reversed, subject to the disclosed cashback calculation.

10. HOW TO LODGE A COMPLAINT

10.1 A User should submit a complaint through the relevant in-app support channel or by emailing complaints@kengo.co.za Payment-specific enquiries may be directed to the payments support channel displayed in the Platform.

10.2 The complaint should include the User's name or account identifier, transaction reference, date, amount, service type, concise description of the issue and requested resolution. Users should not email full card numbers, PINs, passwords or one-time passwords.

10.3 KenGo will acknowledge and investigate complaints within a reasonable time, taking account of urgency, complexity and the need to obtain information from a Merchant, Driver, Delivery Partner or payment provider. KenGo will communicate the outcome and any remedy or reason for declining the request.

10.4 If the User remains dissatisfied, the User may refer the matter to the National Consumer Commission, an applicable consumer ombud, the Information Regulator (for privacy matters), a relevant payment provider or bank, or another competent regulator, tribunal or court.

11. RECORDS, FRAUD AND FAIR TREATMENT

KenGo may retain transaction and complaint records for lawful audit, accounting, fraud prevention, dispute resolution and regulatory purposes. Information will be handled in accordance with the Privacy & POPIA Policy.

KenGo may investigate patterns of suspected abuse, fabricated claims, payment fraud or manipulation. Any restriction or refusal of a claim must be based on reasonable grounds and must not be used to frustrate a bona fide statutory complaint or remedy.

12. CONTACT AND GOVERNING LAW

Customer support: support@kengo.co.za Legal notices: legal@kengo.co.za Registered office: No 76 Corner Franschoek and Roodebe, Oakdene, Johannesburg, Gauteng, 2001, South Africa. This Policy is governed by South African law, subject to mandatory consumer rights and the jurisdiction of competent statutory bodies and courts.