

Refund & Cancellation Policy

ReceptionAI (Pty) Ltd - Cape Town, South Africa

Last updated: 28 June 2026

We keep this simple: no lock-in, no contracts, and you can cancel whenever you like. This policy explains how cancellation works and our approach to refunds.

Cancelling your subscription

- You can cancel at any time from your dashboard, or by emailing us at support@receptionai.co.za.
- There is no cancellation fee and no minimum term.
- When you cancel, your subscription stays active until the end of the current paid month, and you will not be billed again after that.

Refunds

- Monthly subscription fees and any per-minute usage already incurred are non-refundable.
- We do not offer partial-month, pro-rata, or unused-allowance refunds.
- You can build and test a receptionist for free before subscribing, so you can confirm the service suits you before any payment is taken.

Billing errors

If you believe you have been charged in error, charged twice, or charged after cancelling, please contact us at support@receptionai.co.za within 30 days of the charge. We will investigate and correct any genuine billing error promptly. Before raising a dispute or chargeback with your bank, please contact us first so we can resolve it quickly.

Contact

ReceptionAI (Pty) Ltd - support@receptionai.co.za