

Refund & Cancellation Policy

Last updated: 27 June 2026

This Refund & Cancellation Policy explains how subscriptions to PreHire are billed, how you can cancel, and how refunds are handled. It forms part of, and should be read together with, our Terms of Service. This is a general template and should be reviewed by your legal counsel before you rely on it.

1. Subscription plans and billing

PreHire offers a Free plan, a Pro plan billed at R899 per month, and a custom Enterprise plan. Paid subscriptions are processed securely through our payment provider, Paystack. We do not store your full card details.

The Pro plan renews automatically each month on your billing date until you cancel. By subscribing, you authorise these recurring monthly charges. All prices are shown in South African Rand (ZAR).

2. Cancelling your subscription

You can cancel your Pro subscription at any time. In the app, go to Settings and select “Manage or cancel subscription”, which opens the secure Paystack management page where you can cancel.

Cancellation stops future renewals. It takes effect at the end of your current billing period — you keep full Pro access until that date, after which your account automatically moves to the Free plan.

- You will not be charged again once a cancellation has been processed, provided it is completed before your next billing date.
- We recommend cancelling at least 24 hours before your renewal date so the change is processed in time.
- You can resubscribe at any time, including before your access period ends.

3. Refunds

Except where required by law, subscription fees already paid are non-refundable, including for partially used billing periods.

Because your access continues until the end of the period you have already paid for, we do not provide pro-rata refunds for the unused portion of a cancelled period.

If you believe you have been charged in error — for example, charged more than once for the same period — please contact us within 30 days of the charge. We will investigate and refund any verified incorrect or duplicate charge.

4. Free plan

The Free plan does not require payment and can be used or stopped at any time. As no fees are charged on the Free plan, no refunds apply to it.

5. Failed payments and non-renewal

If a renewal payment fails, or a subscription is set not to renew, your Pro features remain active until the end of the period already paid for, after which your account is downgraded to the Free plan. Your jobs and data are retained in accordance with our Terms of Service and Privacy Policy.

6. Enterprise agreements

Enterprise plans are governed by the separate written agreement between you and PreHire. Where that agreement addresses billing, cancellation or refunds, it takes precedence over this policy to the extent of any conflict.

7. Your statutory rights

Nothing in this policy limits any rights you may have under applicable consumer protection law — including the South African Consumer Protection Act — that cannot be excluded or waived.

8. Changes to this policy

We may update this policy from time to time. Material changes will be reflected by updating the “Last updated” date above and, where appropriate, by notifying you.

9. Contact us

Questions about billing, cancellations or refunds? Email us at hello@prehire.co.za and a member of the PreHire team will assist you.