

## Bag Learning Pricing and Refund Policy

**Effective Date:** 14 May 2025

This Pricing and Refund Policy outlines the fees, payment terms, and refund conditions for accessing the Bag Learning platform and services ("Service"). This Policy forms part of our Terms and Conditions. All prices are in South African Rand (ZAR) and are inclusive of Value-Added Tax (VAT) unless stated otherwise.

### Part A: Pricing

#### 1. Launch Special Offer (Limited Time)

- **Offer:** Access all features and modules on the Bag Learning platform.
- **Price: R299.00 (Two Hundred and Ninety-Nine) once-off payment.**
- **Validity Period:** This launch special price is valid for purchases made from **14 May 2025 up to and including 31 July 2025**.
- **Access Duration:** The R299 payment grants full access to the Service from the date of purchase until **31 July 2025**.

#### 2. Standard Pricing (Applicable after Launch Period): Per module, per month subscription.

- **Price: R100.00 (One Hundred Rand) per module, per month.**
- **Example:** A student taking five (5) modules would typically pay R500.00 per month for full access related to those modules.
- **Billing:** Billed monthly in advance for the selected modules.
- **Commencement:** Standard pricing will apply to new subscriptions or renewals after the launch period ends (i.e., from 1 August 2025 onwards), unless otherwise communicated by Bag Learning.

#### 3. Payment Terms

- **Payment Method:** Payments are processed securely via our third-party payment provider, **Paystack**. Accepted payment methods will be displayed during the checkout process.
- **Billing Cycle:** For standard monthly subscriptions, billing occurs automatically each month on the date corresponding to your initial subscription, unless cancelled according to the terms herein and in the Terms and Conditions.

- **Currency:** All transactions are processed in South African Rand (ZAR).

#### 4. Future Pricing Changes

- The pricing outlined in this policy, particularly the standard pricing, is subject to review and potential changes after **31 July 2025**.
- We reserve the right to modify our pricing and subscription plans. Any changes will be communicated to existing users in advance, in accordance with our Terms and Conditions (Modification of Terms clause).
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#### Part B: Refund Policy (Semester 1, 2025 Launch Offer)

##### 5. "Study Smarter — Or Your Money Back" Guarantee

We are confident that Bag Learning can significantly aid your studies. This refund policy applies specifically and exclusively to users who purchased the **R299 Launch Special Offer** (valid for access until 31 July 2025).

If you actively use the Bag Learning platform for a specific university module during the period covered by the Launch Special Offer and subsequently fail that module in your official university assessment for the relevant academic period (typically the first semester or assessment period ending mid-2025), you may be eligible for a full refund of your R299 payment, provided you meet all the conditions outlined below.

##### 6. Refund Eligibility Requirements

To qualify for the 100% refund of the R299 Launch Special payment, you **must** meet **all** of the following engagement requirements for the specific module you failed, as verifiable through your platform usage data:

- **(a) Content Upload:** You must have uploaded relevant study content for the failed module onto the Bag Learning platform. This must include at least one of the following document types: the official module study guide, lecture slides, relevant textbook extracts, or past exam papers.
- **(b) Notes Generation:** You must have successfully used the platform to generate personalized notes based on the uploaded content for that module.
- **(c) Chatbot Usage:** You must have interacted with the Bag Learning chatbot by asking a minimum of twenty (20) questions relevant to the content of the failed module.
- **(d) Quiz Completion:** You must have completed at least five (5) quizzes automatically generated by the Bag Learning platform specifically for that failed module.
- **(e) Questionnaire Feedback:** You must complete the full refund request form.



**Failure to meet all five (a-e) engagement requirements for the specific failed module will render you ineligible for the refund.** The purpose of these requirements is to ensure the platform was given a genuine opportunity to assist your learning process for that module.

## 7. Refund Claim Process

- **Submission Deadline:** All refund requests must be submitted via email to **support@baglearning.com** no later than **15 August 2025**. Requests received after this date will not be considered.
- **Required Documentation:** Your refund request email must include:
  - Your full name and the email address associated with your Bag Learning account.
  - The full name and official code of the university module you failed.
  - Clear, legible proof of your final, official university results for the relevant academic period, clearly showing the failure of the specified module (e.g., a scanned copy or official digital version of your transcript or results statement). Bag Learning reserves the right to request further verification if needed.
- **Verification:** Bag Learning will verify your eligibility by checking your platform usage data against the engagement requirements listed in Section 6 and reviewing the proof of failure provided.
- **Processing Time:** Please allow up to fourteen (14) business days from the date of submission of *all* required documentation for your refund request to be processed. Approved refunds will be processed back to the original payment method used for the purchase where feasible; otherwise, alternative arrangements may be made.

## 8. Limitations

- **One Refund Per Student:** Only one (1) refund of R299 will be issued per student under this policy, regardless of the number of modules failed.
- **Launch Offer Only:** This refund policy applies exclusively to users who purchased the R299 Launch Special Offer providing access until 31 July 2025. It does not apply to any standard monthly subscriptions purchased subsequently or concurrently.
- **Fraud/Abuse:** Bag Learning reserves the right to deny a refund request if there is evidence, in Bag Learning's reasonable determination, of fraudulent activity, misrepresentation, or abuse of the platform or the refund policy.
- **Consumer Rights:** This refund policy is offered as a specific guarantee related to the Launch Special Offer and is in addition to any statutory rights you may have regarding service quality or cancellations under the South African Consumer Protection Act 68 of 2008 (CPA).
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## 9. Standard Subscription Refunds

For standard monthly subscriptions (commencing after the launch period), cancellations are permitted as outlined in the Bag Learning Terms and Conditions. Generally, fees paid for monthly subscriptions are non-refundable once a billing cycle has commenced, and cancellation takes effect at the end of the current paid billing cycle. However, Bag Learning will consider refund requests in exceptional circumstances or where required by the CPA.



## 10. Contact

For any questions regarding pricing or refunds, please contact us at **[support@baglearning.com](mailto:support@baglearning.com)**.

