

# RETURNS AND REFUNDS POLICY OF MOTORSPORT SOUTH AFRICA



## GENERAL

This is the Return and Refund Policy of Motorsport South Africa. Please read this policy carefully.

## DIGITAL LICENCES

MSA generally issues refunds for competition licences obtained via its online portal, but only if the request for a refund is received within 30 calendar days of the original purchase of the product and in the following instances:

- The licence must not have been used at a Motorsport event.
- The licence is a duplicate licence, and therefore unnecessary.
- The event for which the licence was obtained was cancelled due to Force Majeure.

It is important to note that MSA cannot refund payments made for Personal Accident Insurance cover unless the request for a refund is submitted in writing before the end of the month in which the premium was paid. There will be a R50.00 deduction for all refunds unless the reason for the refund request is due to Force Majeure. Refunds will be processed between 2 and 7 working days.

We recommend contacting us for assistance if you experience any issues receiving or downloading your digital licence.

## CONTACT US

If you have any questions about our Returns and Refunds Policy, please contact us by email: [msa@motorsport.co.za](mailto:msa@motorsport.co.za)