



## MOTORSPORT SOUTH AFRICA RETURN AND REFUND POLICY

Motorsport South Africa (MSA) is committed to ensuring that its refund and return processes are clear, fair, and efficiently managed. This policy outlines the terms under which refunds may be granted for licences and services issued by MSA.

### GENERAL PROVISIONS

This policy applies to all refunds and returns processed by MSA. All refund requests must be submitted in writing on the correct form and in accordance with the conditions outlined below.

### DIGITAL LICENCES

Refunds for competition licences purchased via the MSA online portal will be considered under the following conditions:

- The refund request must be submitted within 30 calendar days of the original purchase date.
- The licence has not been used at any Motorsport South Africa sanctioned event.
- The licence is a duplicate, and therefore unnecessary.
- The incorrect licence was purchased and a new licence needs to be processed.
- The licence was processed on the incorrect ID Number or profile.
- The event for which the licence was purchased has been cancelled due to **Force Majeure**.

Please note:

- Personal Accident Insurance premiums are **non-refundable**, unless a written request is received within the same calendar month in which the premium was paid.
- A standard **10% administration fee** will be deducted from **all approved refunds**, except in cases of **Force Majeure**.
- If an event is cancelled, the 10% deduction will still apply. Any concerns regarding this deduction must be addressed directly with the event organiser.
- Refunds are processed **once a week on Thursdays**. All required documentation must be submitted by **close of business on Wednesday** for inclusion in that week's processing.

Should you experience any difficulties with receiving or downloading your digital licence, we encourage you to contact MSA for assistance.

### FIM LICENCES

All FIM licences are issued by MSA via the FIM Extranet, for MSA licenced riders competing in international motorcycle events.

Refunds for any FIM or international motorcycle licence are subject to the following conditions:

- A **10% cancellation fee** will apply to the total cost of the FIM licence, regardless of when the licence was purchased or the reason for cancellation.

### CONTACT US

For any questions or further information regarding this policy, please contact Motorsport South Africa at:  
Email: [support@motorsport.co.za](mailto:support@motorsport.co.za) or [info@motorsport.co.za](mailto:info@motorsport.co.za).