

1. Introduction

Welcome to **JobLink Global** ("JobLink Global", "we", "our", or "us").

This Payment & Refund Policy explains how payments are processed for our services, how refunds are handled, and the responsibilities of both JobLink Global and our clients.

By making a payment through our website, you agree to this Payment & Refund Policy.

2. Our Services

JobLink Global provides career support services, including:

- Job Scouting
- Job Application Assistance
- CV Writing
- Cover Letter Writing
- Interview Preparation
- Premium Fast-Track Job Scouting
- Employer Recruitment Services

Payments made to JobLink Global are for these services only and **do not constitute payment for employment**.

3. Administration Fee

To activate your JobLink Global profile, applicants are required to pay a **once-off administration fee of R50**.

This fee covers administrative and career support services, including:

- Registration processing
- Profile activation
- Document verification
- Job scouting
- Job matching
- Application assistance
- Communication regarding job opportunities

Payment of the administration fee does **not** guarantee employment, interviews, or job offers.

4. Service Fees

Additional services may be offered at separate prices, including:

- Professional CV Writing
- Cover Letter Writing
- Interview Preparation
- Premium Fast-Track Job Scouting
- Employer Recruitment Services

Current pricing is available on our Pricing page and may change from time to time.

5. Payment Methods

We currently accept payments through:

Online Payment

- Paystack Secure Payments

Bank Transfer (EFT)

Bank Name: FNB

Account Type: Business Account

Account Number: 63121347537

Reference: Client Full Name

Applicants are responsible for using the correct payment reference to avoid delays in processing.

6. Secure Payments

Online payments are processed through trusted third-party payment providers.

JobLink Global does **not** store your:

- Debit card details
- Credit card details
- Banking PINs
- Online banking passwords

All online payment information is securely processed by the payment provider.

7. Payment Confirmation

Payments made through Paystack are generally confirmed automatically.

Payments made by EFT may require additional verification.

Applicants may be asked to provide:

- Proof of Payment (POP)
- Transaction Reference
- Banking Confirmation

Service activation may take up to **24 business hours** after payment confirmation.

8. Failed Payments

A payment may fail due to:

- Insufficient funds
- Banking errors
- Incorrect payment details
- Network interruptions
- Payment provider issues

If your payment fails, please try again or contact your bank or payment provider.

9. Duplicate Payments

If you accidentally make more than one payment for the same service, please contact us immediately.

After verification, any approved duplicate payment may be refunded or credited toward another JobLink Global service.

10. Refund Policy

The once-off administration fee is used to begin providing services immediately after payment, including profile activation and administrative processing.

For this reason, the administration fee is generally **non-refundable** once work has started.

Refund requests may be considered in limited circumstances, such as:

- Duplicate payments
- Incorrect payment amount
- Technical errors that prevented service activation
- Payment made in error and no services have yet been provided

Each request is reviewed individually.

11. Services That Have Already Started

Refunds will generally **not** be granted where:

- Your profile has been activated
 - Job scouting has begun
 - Documents have been reviewed
 - Applications have been prepared or submitted
 - CV writing or other paid services have commenced
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12. Premium Services

Fees paid for optional services, including:

- CV Writing
- Cover Letter Writing
- Interview Preparation
- Premium Fast-Track Job Scouting

are generally **non-refundable** once work has commenced.

13. Chargebacks

If you dispute a payment through your bank or payment provider without first contacting JobLink Global, we reserve the right to:

- Suspend your account
- Pause services
- Request additional information
- Recover any associated administrative costs where legally permitted

We encourage clients to contact us first so that we can resolve any payment concerns promptly.

14. Fraud Prevention

To protect both applicants and JobLink Global, we may verify payments before activating services.

We reserve the right to refuse or delay services where fraudulent activity is suspected.

15. Pricing Changes

JobLink Global reserves the right to change pricing at any time.

Price changes will not affect services already paid for before the new pricing takes effect.

16. Taxes

Where applicable, service fees may include or exclude taxes as required by South African law.

17. Cancellation of Services

Applicants may cancel future optional services by contacting us.

However, cancellation does not automatically entitle the applicant to a refund for services already provided or work already commenced.

18. Payment Responsibility

Applicants are responsible for:

- Paying the correct amount
- Using the correct payment reference
- Retaining proof of payment
- Providing accurate payment information

JobLink Global is not responsible for delays caused by incorrect payment information supplied by the applicant.

19. Contact Us

If you have questions about payments or wish to request a refund, please contact us.

JobLink Global

Website: www.joblinkglobal.co.za

Email: info@joblinkglobal.co.za

Please include:

- Full Name
- Email Address
- Payment Date
- Amount Paid
- Proof of Payment
- Reason for your enquiry

20. Policy Updates

We may update this Payment & Refund Policy from time to time.

The latest version will always be published on our website with the revised effective date.

Acknowledgement

By making payment to JobLink Global, you confirm that you have read, understood, and agree to this Payment & Refund Policy.