

Refund Policy

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Each ringtone is a once-off R19.99 purchase, made to your own choices, and you hear it before you pay. This policy explains when we refund and how.

1. When we refund in full

- You paid but did not receive your ringtone, and we cannot deliver it.
- The file is faulty, will not play, or does not match the version you approved before paying.
- You were charged more than once for the same order, or charged the wrong amount.
- We cancelled your paid order.

Where we can, we will first offer to fix the problem quickly, for example by sending a new link or rebuilding your ringtone. If you would rather have your money back in any of the cases above, we refund it.

2. When we do not refund

Because each ringtone is made to your own choices, is clearly personalised and is delivered digitally straight away, we do not refund a change of mind after your ringtone has been delivered. For the same reason, the 7-day cooling-off period in the Electronic Communications and Transactions Act does not apply to goods made to the consumer's specifications or clearly personalised. This does not affect your rights if the ringtone is faulty or not as approved.

3. How to ask for a refund

Email hello@myringtone.me within 14 days of your purchase with:

- your order reference (for example RR-2003)
- the mobile number you used
- a short description of the problem

We reply within 3 business days.

4. How refunds are paid

Approved refunds are paid back to your original payment method through PayFast, usually within 10 business days. Your bank may take a little longer to show it. We do not refund in cash or to a different account.

5. Cancelled payments

If you cancel on the payment page or your payment fails, nothing is charged and there is nothing to refund.

6. Contact

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