

# Loop

# Refund Policy

## SOUTH AFRICA

### **Rider Refund Policy**

We hope that every trip you book through the Loop goes without issue but we understand that sometimes things happen. If a trip you take does not meet your expectations, if you believe there was an error with your price or a more serious issue occurred on your trip, you can report it to our Support team at [hello@looptaxi.co.za](mailto:hello@looptaxi.co.za). In some cases, your report may be covered by our Rider Refund Policy.

We want you to know what to expect when you report issues, so we are sharing examples of when you may be eligible to receive a full or partial refund of the price you paid. If you have an issue on a trip, let us know within 5 business days of the trip date. All requests will be evaluated at Loop's sole discretion, and on a case-by-case basis.

As a reminder, Loop is a marketplace that connects users to complete trips booked by a rider and accepted by a driver within the app. As a rider, you own the decision to take a trip or not. Loop provides information to riders prior starting a trip, such as:

- Pricing and other estimates such as an upfront price and estimated time of arrival

As a rider, it's your responsibility to check the information provided is accurate and meets your expectations of quality. If you decide to take a trip, you are accepting the terms of service and are taking responsibility for the successful payment of that trip.

### **When am I eligible to receive a full or partial refund?**

Examples of when you may be eligible to receive a full or partial refund include:

- A fare or fee was charged in error or your trip experienced a technical issue.
- Your trip price was significantly higher than the estimate you were shown prior to booking, and it was not due to added stops, or a changed destination
- You or the intended rider did not take the trip or there are other fraud concerns

### **When am I not eligible to receive a full or partial refund?**

Examples of when you will not be eligible to receive a full or partial refund include, but are not limited to:

- A rider has requested to cancel a trip within 48 hours of the trip date.
- An issue related to the vehicle quality
- An issue with a driver not meeting your quality expectations
- An on-trip delay or on-trip routing issue due to uncontrollable events (e.g. traffic, construction, roadblocks, external macro environmental factors)

Note that any safety-related incidents are handled by a specialized team and can be reported to us at [hello@looptaxi.co.za](mailto:hello@looptaxi.co.za)

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### **Resolving Your Request**

You can submit a request for a refund or a general complaint about your ride to Loop's customer service team at [hello@looptaxi.co.za](mailto:hello@looptaxi.co.za) within 5 business days of encountering an issue. If we determine you are eligible, you should expect any refunds to be returned to your original payment method within 5-7 business days, depending on your bank.

### **False Reports**

We investigate each report. Providing inaccurate information about your trip experience when disputing fees or charges violates Loop's Community Guidelines and may result in your request being denied and / or you will fall under legal violation and its terms shall be governed by and construed in accordance with the company laws of the Republic of South Africa.