

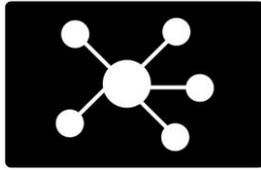
Ohko School
<https://www.ohko.space>

Return and Refund Policy

Last updated: April 15, 2021

Definition of Terms

1	Ohko School	Stylised "Ohko" or "Platform". This is an online learning platform manager by Zeieel Trading. Its service offerings include hosting and managing online learning programmes for partner educational institutions. Ohko also offers internal educational services called Ohko Insights.
2	Ohko Insights	Internal educational services offered by Ohko with content ranging from various subjects. These services are offered in partnership with Content Specialists who develop and facilitate knowledge acquisition. These learning programmes act as advanced interactive materials for knowledge acquisition and references purposes and are not for any certification or qualification. Learners enrolled with these subjects are expected to be engaging them having enrolled in official qualification and certification programmes with other institutions
3	User	This refers to an authenticated user of Ohko who is either a learner, teacher or administration official of partner institutions.
4	Customer	Partner educational institutions which use Ohko as their online learning platform.
5	Partner Institutions	These are educational institutions with an agreement with Zeieel to use Ohko as their online learning platform.
6	You	The user of Ohko platform whether is a customer, learner, teacher or administration official of partner institutions.
7	Content Owner	The author of the content or anyone with copyright or intellectual rights of content placed in Ohko.
8	Content User	The author of the content or anyone with copyright or intellectual rights of content placed in Ohko.



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Thank you for purchasing subscription at Ohko School.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns. This Return and Refund Policy has been created with the help of the Return and Refund Policy Generator.

The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions

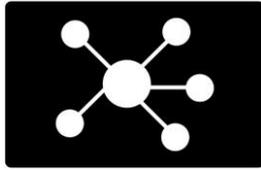
Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Zeieel Trading, Dabane AA, Elliotdale, 5070.
- **Us** refer to Ohko service, personnel, owners, administrators and shareholders
- **Goods** refer to the service that has been subscribed to in the platform
- **Orders** mean a request by You to purchase subscription service to us.
- **Service** refers to the Website.
- **Website** refers to Ohko School, accessible from <https://www.ohko.space>
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.



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Your Service Cancellation Rights

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

Note that;

- no service will be cancelled if it has been customised to your needs.
- no service will be returned if users and courses have been loaded on our platform.

The deadline for cancelling an Order is 14 days from the date on which You received the confirmation of payment receipt.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

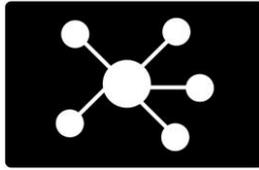
- By email: legal.ohko@zeieel.co.za

We will reimburse You no later than 14 days from the day on which We receive the returned Goods or within any minimum number of days as required by consumer protection laws of the country the user is residing. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days or within any minimum number of days as prescribed by the consumer protection laws of the country the user is residing
- There must be receipt or proof of purchase



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Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: legal.ohko@zeieel.co.za