

Screenzor

Refund and Cancellation Policy

Last revised: July 24, 2026

1. Cancelling Your Subscription

You can cancel your Pro or Pro+ subscription at any time from your account settings. Cancellation stops future billing; your plan remains active until the end of the billing period you already paid for.

2. General Refund Rule

Except as described below, payments already made are non-refundable, including for partial billing periods.

3. Cooling-Off Rights

South Africa: Under section 44 of the Electronic Communications and Transactions Act, if you are a consumer who entered into your subscription electronically, you may cancel within 7 days of subscribing without reason or penalty, other than the direct cost of returning any goods (not applicable to a purely digital service). This right does not apply once the subscription has already been fully performed with your consent before the 7-day period expires, and section 44 separately excludes certain categories of transaction (e.g. financial services) that are not relevant to Screenzor's subscriptions.

EU/UK: Consumers have a 14-day right of withdrawal for digital subscriptions under the Consumer Rights Directive / UK equivalent. This right may end early if you expressly request the service to begin immediately and acknowledge you lose the withdrawal right once it is fully performed within that period.

4. Billing Errors

If you believe you were charged in error (e.g. a duplicate charge), contact billing@screenzor.com within 30 days of the charge and we will investigate and refund confirmed errors.

5. How to Request a Refund

Email billing@screenzor.com with your account email and the reason for your request. We aim to process eligible refunds within 10 business days.

6. Changes to This Policy

See the notice at the end of this document for how we handle changes to this policy.

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We may update this document from time to time. If we make material changes, we will notify you by email and/or a notice on the Screenzor website before the change takes effect. Minor changes will only update the date above.