

REFUND AND CANCELLATION POLICY

- 1.1 If for any reason you would like to cancel a request for Services, this may be done by contacting the NHBRC's contact centre on 0800 200 824.
- 1.2 **For the cancellation of a request for registration as a home builder, or** cancellation of a request for the renewal of registration as a home builder ("cancellation request"), all payments made to NHBRC will be refunded within 30 (thirty) days from the cancellation of the request, which must be sent to the following email address: **ndof@nhbrc.org.za**, together with the following -
 - 1.2.1 A dated and signed letter in which the cancellation request is made together with an explanation for the cancellation request.
 - 1.2.2 Proof of payment to the NHBRC; and
 - 1.2.3 Proof of banking details by way of a bank stamped letter or cancelled cheque.
- 1.3 **For the cancellation of a request for enrolment as a home owner, all payments** made will be refunded within 30 (thirty) days from the cancellation of the request, and upon receipt of the following documentation, which must be sent to the following email address: **ndof@nhbrc.org.za**, together with the following -
 - 1.3.1 A letter requesting the refund with an explanation of the reason for cancellation of the request for enrolment as a home owner;
 - 1.3.2 An inspection report from the Inspectorate to confirm that no building has commenced;
 - 1.3.3 Proof of payment to NHBRC; and
 - 1.3.4 Proof of banking details by way of a bank stamped letter or cancelled cheque.
- 1.4 Where building has already commenced, no refund shall be made.