

# Terms and Conditions

## Vehicle Licence Renewal Service

Areas ChatBack Currently Services - Gauteng (GP)



### How do I get my disc?

Once we have your disc, we will contact you to agree on a delivery option. This will include delivery to the address specified or a conveniently located Pargo Pick-up point. You will receive your disc within 5 business days provided that there are no issues from the department. If there are issues, we will help you to sort it out, but will require a bit more time (see Department Issue/ MVLX Service below).

## Section 1

**This section covers the service terms and conditions should there not be any issues against your renewal at the department.**

### What documents are required?

- 1 Driver's licence** of the registered owner.
- 2 Proof of address** where the vehicle is registered. This must be no older than 3 months (If you don't have proof of address in the vehicle owner's name, then a copy of the ID of the person they are staying with, proof of address in the name of the person the vehicle owner is staying with, as well as a letter confirming that the vehicle owner is staying with them).
- 3 Licence disc copy** (in some instances a copy of the licence disc is required to verify the information that has been submitted).

### How much does it cost to renew my vehicle licence with ChatBack?

- A R250 service fee is charged for the renewal of each vehicle.** This fee includes paperless email delivery of your disc and GetBack Checkers and Dischem vouchers. You may opt for home delivery in Gauteng for R70 or nationwide delivery to a Pargo Pickup point of your choice for R75. Just follow the prompts in the ChatBack application on WhatsApp.
- For transactions above R1 500, an additional fee of 2.5% is included** in the quote in order to cover additional costs we incur with service providers.
- ChatBack starts charging pro-rata department fees from 15 days after your vehicle licence expiry** (for licences expiring at the end of the previous month) and from the 26th for renewals submitted after the 21-day grace period that expired the previous month or earlier. This is to make provision for costs that may be charged as a result of the licence either not being renewed by the department within the 21-day grace period and / or within the current month. If these fees are not paid over to the department they will be refunded at your request.
- The department calculates the department fees on vehicle weight and current licence expiry date.** If this information is incorrectly submitted, ChatBack will either send you an additional payment link for short payments or process a refund for renewals that have been over-quoted on your request.
- We check that details are correct, however, **if you submitted the incorrect registration number and made payment, ChatBack is not liable to refund you.**
- Should you suspect that there are issues against you at the department, we can do a check for you. **Please email us at [mvlx@chatback.co.za](mailto:mvlx@chatback.co.za)** and attach a copy of the ID of the vehicle owner.

### Cancellations

- If you make payment for our service and then choose to cancel, we will **retain our service fee as well as a 5% admin fee** to process the refund.

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## Section 2

**The next section covers the service terms and conditions should there be issues against you at the department.**

### **Department Issue/ MVLX service What happens if I don't get my disc?**

If the department doesn't release your disc (due to roadworthy required, enforcements, other unlicensed vehicles or admin marks) then the MVLX (renewal receipt) will be emailed to you. In such cases, ChatBack offers an additional service to get more information as to why your disc wasn't released, and then provides a solution on how this can be resolved.

### **How much does it cost for ChatBack MVLX Service?**

- **For renewals that come back without a disc, there will be an optional additional fee.** This will be communicated by email as soon as we have the result back from the department, as these vary according to the situation.
- Payment links will be sent for additional payments (Enforcement orders / facilitation fees, other unlicensed vehicles). **Payment needs to be made within 24 hours.**
- Should payment not be received, you will need to resolve the issue at the department and obtain the disc yourself.

**When we resubmit your application, an additional 3 business days from the receipt of payment or requested information is required for us to obtain your disc. If the issue is only resolved in the following month, additional pro-rata fees will be incurred.**

## **Support or complaints**

**Should you require any support or have issues with your renewal, please email [gauteng@chatback.co.za](mailto:gauteng@chatback.co.za). An agent will connect with you during business hours on a weekday. We endeavor to get back to you within an hour.**