

GRC LINK
(PTY) LTD

CERTIFICATION GUARANTEE & REFUND POLICY

Service Level Agreement (SLA) Performance Guarantee — Terms & Conditions Apply

Document Title	Certification Guarantee & Refund Policy
Document Number	GRC-OPS-POL-REFUND-001
Applies To	All GRC Link (Pty) Ltd ISO certification consulting engagements governed by a signed Service Level Agreement (SLA)
Owner	GRC Link (Pty) Ltd — Managing Director
Version	1.0
Effective Date	15/09/2026
Classification	Confidential — Client-Facing

1. Purpose

GRC Link (Pty) Ltd (“GRC Link”, “we”, “us”) is committed to helping clients achieve ISO certification efficiently and professionally. This policy sets out GRC Link's certification-readiness guarantee, the conditions attached to it, and the circumstances in which a service fee refund may be claimed.

This policy applies to consulting, implementation and management-system-development services delivered under a signed Service Level Agreement (SLA) between GRC Link and the client. It does not apply to third-party costs (see clause 6).

2. Definitions

- “SLA Timeframe” means the certification-readiness date recorded in the signed SLA and Project Plan for the applicable ISO standard(s).
- “Certification Body” or “CB” means the independent, accredited (e.g. SANAS/UKAS-accredited) third-party auditor engaged to conduct the external certification audit and issue (or decline to issue) the certificate.
- “Certification Readiness” means that the client's management system has been developed, documented and implemented by GRC Link in accordance with the applicable ISO standard, and the client's system is submitted and ready for the external certification audit.
- “Project Plan” means the milestone schedule, deliverable dates and scheduled consultation/meeting calendar agreed between GRC Link and the client at project kick-off, as may be varied in writing by mutual agreement.
- “Milestone” means a deliverable date, review point or scheduled meeting recorded in the Project Plan.
- “Service Fee” means the professional consulting fee paid by the client to GRC Link for the certification-readiness engagement, excluding all third-party costs listed in clause 6.

3. The Certification-Readiness Guarantee

Subject in full to clause 4 (Client Obligations) and clause 5 (Exclusions), GRC Link guarantees that it will develop, implement and submit the client's management system for the certification audit within the SLA Timeframe.

If GRC Link fails to meet the SLA Timeframe for certification readiness and submission, and that failure is due to GRC Link's own non-performance rather than any cause listed in clause 5, the client shall be entitled to a refund of the Service Fee in accordance with clause 7.

Important: GRC Link guarantees the readiness and submission of the client's management system for certification within the SLA Timeframe. The final decision to certify rests solely with the independent, accredited Certification Body following its own external audit, and is outside GRC Link's control. GRC Link's guarantee therefore relates to its own performance and does not extend to the Certification Body's audit outcome or decision.

4. Client Obligations — Conditions of the Guarantee

This guarantee applies only where the client, throughout the engagement:

- Adheres to all Milestones set out in the agreed Project Plan;

- Attends all scheduled consultations and meetings, or reschedules with reasonable notice and within a timeframe that does not delay the Project Plan;
- Provides all documentation, records, access and information requested by GRC Link within the agreed timeframes;
- Implements the management system requirements, corrective actions and internal processes recommended by GRC Link within its own operations;
- Makes the necessary personnel, resources and site access available for internal audits, management review and the external certification audit; and
- Acts in good faith and does not withhold or misrepresent information relevant to the engagement.

Where the client fails to meet any of the above, the SLA Timeframe is extended by a period equal to the resulting delay, and the guarantee in clause 3 applies to the revised timeframe, not the original one.

5. Exclusions — Guarantee Does Not Apply

No refund will be granted under this policy where the SLA Timeframe is missed, or certification is not achieved, as a result of:

- The client's failure to meet Milestones, attend scheduled meetings, or provide requested information or access;
- The client's deviation from GRC Link's documented strategy, advice or recommended corrective actions;
- Nonconformances identified by the Certification Body during the external audit that arise from the client's own operational practices, site conditions or personnel, rather than from GRC Link's system design or documentation;
- The Certification Body's own scheduling, capacity, administrative delays, or its independent decision not to certify or to require further audit activity;
- Changes to the client's scope, sites, products, services, organisational structure or business operations during the engagement that were not disclosed to GRC Link at the outset;
- Factors beyond GRC Link's reasonable control (force majeure), including but not limited to load-shedding, regulatory changes, and third-party system outages;
- Misrepresentation or withholding of information by the client;
- Non-payment or late payment of fees due under the SLA; or
- Supplier and/or customer audits requested or imposed on the client by their own suppliers or customers. These fall outside the certification scope covered by the SLA and are treated as ad-hoc work: their scope frequently extends beyond the requirements of the applicable ISO standard(s), and responsibility for them rests with the client. GRC Link may assist the client through such audits, but doing so — or the outcome of such audits — does not affect, extend, or form part of this guarantee.

6. Third-Party Costs — Non-Refundable

The following costs are payable directly to, or pass through GRC Link from, independent third parties and are not covered by this guarantee and are non-refundable under any circumstances:

- Certification Body application, audit and annual surveillance fees;
- Accreditation and certificate issuance/registration fees;

- Any third-party software licensing fees (including XGRC/SHEQX platform fees) incurred or committed prior to a refund claim;
- Travel, venue or other disbursements incurred on the client's behalf with the client's prior approval.

7. Claims and Refund Process

- Refund claims must be submitted in writing to your GRC Link engagement lead within 10 business days of the SLA Timeframe lapsing.
- The claim must include the client's full details, the SLA reference, and the reason for the claim.
- All claims are subject to internal review by GRC Link, including a review of the Project Plan, meeting and milestone records, and (where applicable) the Certification Body's audit findings.
- GRC Link reserves the right to request supporting documentation and to verify the circumstances of the claim before approving a refund.
- Approved refunds will be processed within 7–10 working days of written approval, by the same payment method used for the original payment where reasonably possible.
- Any refund is limited strictly to the Service Fee as defined in clause 2, less any milestone deliverables already completed and accepted by the client, and excludes the costs listed in clause 6.

8. General Disclaimer

GRC Link is responsible for the development, documentation and implementation of the client's management system, and for preparing the client for certification within the SLA Timeframe, subject to the conditions of this policy.

GRC Link may share indicative timeframes and results achieved by past or current clients for illustrative purposes only. These are not a guarantee of any specific outcome for a new client, as certification timeframes and audit outcomes depend on each client's own compliance, implementation and cooperation.

The final decision to grant, withhold, suspend or withdraw certification rests exclusively with the independent, accredited Certification Body. GRC Link does not control, and cannot guarantee, that body's audit findings or certification decision.

By engaging GRC Link's services, the client acknowledges and accepts the terms of this policy in full.

9. Contact

For refund claims or questions relating to this policy, please contact your GRC Link engagement lead, or:

- Email: thornton@grclink.online
- Tel: +27 78 556 5480
- Address: 53 Roy Campbell Street, Brackenhurst, Alberton, 1449