



RETURN POLICY

**DAMREV (Pty) Ltd "DAMREV",
Registration Number 2023/162999/07**

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VERSION HISTORY.

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1. INTRODUCTION & SCOPE.

This Return Policy explains DAMREV's position on returns in the context of its digital, technology-based services. Unlike traditional retail businesses that sell physical goods, DAMREV delivers services electronically through platforms, systems, and automated workflows. As a result, the concept of “**returns**” differs significantly from physical commerce. This section clarifies the purpose of the Return Policy, explains how returns are treated for digital services, and confirms how this policy fits within DAMREV's broader legal and compliance framework. By engaging DAMREV's services, customers acknowledge the digital nature of delivery and accept the return terms set out in this policy.

1.1. PURPOSE OF THE RETURN POLICY.

The purpose of this Return Policy is to clearly explain DAMREV's approach to returns and to manage customer expectations in relation to digital service delivery. In particular, this policy is intended to:

- Clarify what “**returns**” mean in the context of DAMREV's digital services, where no physical goods are delivered;
- Explain that traditional retail return concepts do not apply to digital, technology-based services; and
- Confirm that this Return Policy forms part of DAMREV's legal and contractual framework, governing customer interactions with DAMREV's services.

This policy should be read together with DAMREV's Terms of Service, Cancellation Policy, Refund Policy, Delivery Policy, Complaints Management Policy, and other applicable legal notices, which collectively define the rights and obligations of DAMREV and its customers.

1.2. SCOPE AND APPLICABILITY.

This Return Policy applies to all DAMREV services and offerings, including digital platforms, subscriptions, access rights, onboarding and compliance

services, tokenization-related technology services, and any other services delivered electronically by DAMREV.

For the avoidance of doubt, this policy applies to all customers, including individual users, corporate clients, and institutional participants, unless DAMREV has expressly agreed otherwise in writing under a separate commercial or enterprise agreement.

Customers acknowledge that, because DAMREV provides digital services rather than physical goods, return rights are limited and are addressed through DAMREV's Cancellation Policy and Refund Policy, as applicable.

2. NATURE OF DAMREV SERVICES AND RETURNS.

This section explains how the nature of DAMREV's services affects the applicability of returns. DAMREV operates as a digital, technology-focused services provider and does not engage in the sale or delivery of physical goods. As a result, the concept of "**returns**" must be understood in the context of electronic service delivery rather than traditional retail transactions. This section clarifies DAMREV's digital-only service model and explains why standard retail return practices do not apply to its services.

2.1. DIGITAL-ONLY SERVICE MODEL.

DAMREV provides digital, technology-based services delivered through online platforms, software systems, automated workflows, and blockchain-enabled infrastructure. DAMREV does not sell, manufacture, store, ship, or deliver physical goods of any kind.

All DAMREV offerings relate to:

- Access to digital platforms or portals;
- Activation of services or features within DAMREV's systems;
- Issuance of digital credentials, permissions, or confirmations; or
- Delivery of digital outputs or service-related information.

Because delivery occurs electronically, there is no physical item that can be returned, exchanged, or replaced.

2.2. IMPLICATIONS FOR RETURNS.

Due to the digital-only nature of DAMREV's services:

- Digital services cannot be physically returned once delivered or activated; and
- Traditional retail concepts such as returning goods, exchanging products, or obtaining replacements do not apply.

Customers acknowledge that once a digital service has been delivered or activated, it cannot be “**returned**” in the same manner as a physical product. Any rights relating to cancellation or refunds are governed exclusively by DAMREV's Cancellation Policy and Refund Policy, as applicable, and not by physical return principles.

3. NO RETURNS FOR DIGITAL SERVICES.

This section sets out DAMREV's clear position on returns for its services. Because DAMREV provides digital, technology-based services delivered electronically rather than physical goods, the traditional concept of returning an item does not apply. This section establishes a general no-return rule for digital services and provides examples to remove ambiguity. It is intended to ensure customers understand that, once digital delivery or activation has occurred, services cannot be returned and that any remedies are governed solely by DAMREV's Cancellation and Refund Policies.

3.1. GENERAL NO-RETURN RULE.

DAMREV does not accept returns for digital services. Once a service has been delivered or activated electronically, it cannot be returned, exchanged, or reversed in the manner applicable to physical goods. Customers acknowledge that digital services, by their nature, are intangible and may

involve immediate system actions, access enablement, or compliance processes that cannot be undone.

Accordingly, requests framed as “**returns**” will not be accepted for DAMREV’s services. Any rights relating to cancellation or refunds are governed exclusively by DAMREV’s Cancellation Policy and Refund Policy, subject to their respective conditions and limitations.

3.2. EXAMPLES OF NON-RETURNABLE SERVICES.

For the avoidance of doubt, the following DAMREV services are non-returnable once delivered or activated:

- Platform or portal access, including access to dashboards, interfaces, or systems;
- Subscriptions or access rights, whether time-based, usage-based, or feature-based;
- Verification, onboarding, or compliance services, including identity checks, screening, validation, or monitoring;
- Tokenization-related technology services, tools, workflows, or configurations; and
- Issued digital credentials or permissions, including access rights, authorisations, confirmations, or identifiers.

The occurrence of delivery or activation for any of the above constitutes completion of delivery for return purposes, and no return will be accepted.

4. RELATIONSHIP TO CANCELLATION AND REFUND POLICIES.

This section explains how the Return Policy fits within DAMREV’s broader legal framework and clarifies the relationship between returns, cancellations, and refunds. Because DAMREV delivers digital services rather than physical goods, traditional return rights are replaced by specific rules governing cancellation prior to activation and refund eligibility under separate policies. This section

ensures customers understand which remedies may be available and which policies apply in different circumstances.

4.1. CANCELLATION IN PLACE OF RETURNS.

For digital services provided by DAMREV, cancellation prior to service activation serves as the functional equivalent of a return. Customers may request cancellation only in accordance with the terms set out in DAMREV's Cancellation Policy, and only where the service has not yet been activated, commenced, or delivered.

Once a service has been activated or delivered, cancellation is no longer available, and no return is possible. Customers acknowledge that digital services differ fundamentally from physical goods and that the concept of returning a service is not applicable once delivery or activation has occurred.

4.2. REFUNDS GOVERNED SEPARATELY.

Any entitlement to a refund is governed solely by DAMREV's Refund Policy. Approval of a cancellation does not automatically entitle a customer to a refund, and refunds are subject to the conditions, limitations, and deductions set out in the Refund Policy.

The Return Policy does not create any independent right to a refund and should not be relied upon as a basis for requesting reimbursement of fees paid for DAMREV's services.

4.3. CROSS-REFERENCES TO OTHER POLICIES.

This Return Policy must be read together with the following DAMREV policies, which collectively govern customer rights and remedies:

- **Cancellation Policy:** governing when a service may be cancelled prior to activation; and
- **Refund Policy:** governing whether, how, and under what conditions a refund may be considered.

Together, these policies form an integrated framework for managing cancellations, refunds, and non-applicability of returns in DAMREV's digital service environment.

5. EXCEPTIONS (IF ANY).

This section addresses whether any exceptions to DAMREV's no-return policy apply. As a general rule, DAMREV does not permit returns for its digital services. However, this section recognises that in limited circumstances, mandatory consumer protection laws may require specific remedies. This section clarifies DAMREV's general position, the narrow scope of any potential exceptions, and the strict conditions under which such exceptions may be considered.

5.1. GENERAL POSITION.

As a general rule, no returns are permitted for DAMREV's digital services. Once a service has been delivered or activated, it cannot be returned, exchanged, or reversed. This position reflects the digital and intangible nature of DAMREV's services and the fact that delivery often involves immediate or irreversible system actions.

Customers acknowledge and agree that the absence of a return mechanism for digital services is a fundamental aspect of DAMREV's service model.

5.2. LIMITED EXCEPTIONS REQUIRED BY LAW.

Any exceptions to the no-return rule will apply only where required by mandatory law and only to the extent strictly necessary to comply with such legal requirements. DAMREV does not voluntarily offer return rights beyond those required by applicable legislation.

Where an exception is mandated by law:

- It will be subject to strict eligibility conditions;

- DAMREV may require verification of the customer's identity, transaction details, and applicable legal basis; and
- Any remedy provided will be limited to the minimum required to comply with the relevant law.

Nothing in this policy is intended to waive or exclude non-excludable consumer rights; however, customers acknowledge that such rights may be limited by the nature of digital service delivery and the point at which service activation or delivery occurs.

6. CHARGEBACKS AND RETURN-RELATED DISPUTES.

This section addresses how DAMREV handles chargebacks and disputes that are incorrectly raised on the basis of “**returns**.” Because DAMREV provides digital services and does not sell physical goods, return-based chargebacks are not an appropriate or valid mechanism for resolving service-related concerns. This section is intended to discourage misuse of chargeback processes, clarify the correct approach for raising issues with DAMREV, and protect both customers and DAMREV from unnecessary disputes and payment network penalties.

6.1. NO RETURN-BASED CHARGEBACKS.

Customers are strongly discouraged from initiating chargebacks, reversals, or disputes with their bank or payment provider on the basis of “**returns**” for DAMREV's digital services. As DAMREV does not offer physical goods and does not accept returns for digital services, chargebacks framed as return requests are inconsistent with this Return Policy and DAMREV's service model.

Customers are encouraged to contact DAMREV directly using the official communication channels set out in this policy to address any concerns relating to service delivery, cancellation eligibility, or refund requests.

6.2. DAMREV'S RIGHT TO DISPUTE RETURN-BASED CHARGEBACKS.

DAMREV reserves the right to dispute any chargeback or payment dispute that is initiated on the basis of an alleged return of digital services. In such cases, DAMREV may submit evidence to the acquiring bank, card scheme, or payment network, including but not limited to:

- Proof that the service delivered was digital in nature;
- System logs or records evidencing service activation or delivery;
- Copies of DAMREV's applicable policies accepted by the customer at the time of payment; and
- Records of customer communications and engagement history.

DAMREV's exercise of its right to dispute chargebacks is intended to ensure fair application of payment network rules and to prevent improper use of chargeback mechanisms for matters governed by DAMREV's Cancellation and Refund Policies.

7. REGULATORY & CONSUMER LAW ALIGNMENT.

This section explains how DAMREV's Return Policy aligns with applicable consumer protection legislation, electronic commerce regulations, and payment network requirements. DAMREV operates in regulated financial and technology environments and is committed to fair, transparent, and lawful business practices. This section confirms that DAMREV's no-return position for digital services has been designed to comply with legal and regulatory standards, while clearly informing customers of their rights and limitations in the context of electronic service delivery.

7.1. COMPLIANCE WITH CONSUMER PROTECTION LAWS.

DAMREV's Return Policy is designed to align with applicable consumer protection laws in the jurisdictions in which DAMREV operates. These laws generally recognise that digital services differ from physical goods and that

traditional return rights may not apply once digital delivery or activation has occurred.

DAMREV ensures that customers are informed, prior to payment, that services are digital in nature, that no physical goods are delivered, and that return rights are limited. Nothing in this policy is intended to exclude or limit any non-excludable consumer rights that may apply under mandatory law; however, customers acknowledge that such rights may be constrained by the nature of digital services and the point at which delivery or activation occurs.

7.2. ALIGNMENT WITH ELECTRONIC COMMERCE REGULATIONS.

This Return Policy is structured to comply with electronic commerce and digital transaction regulations, including requirements relating to:

- Clear disclosure of service characteristics;
- Transparency around delivery and fulfilment methods; and
- The non-applicability of physical return concepts to digital services.

DAMREV's reliance on electronic records, system logs, and access confirmations as evidence of delivery and fulfilment is consistent with recognised electronic commerce practices and regulatory guidance.

7.3. ALIGNMENT WITH PAYMENT NETWORK REQUIREMENTS.

DAMREV's approach to returns is also aligned with payment network and acquiring bank requirements, including those applicable to card-based transactions. Payment networks generally require merchants providing digital services to clearly define delivery, cancellation, refund, and return policies to prevent misuse of chargeback mechanisms.

By clearly stating that returns do not apply to digital services and that remedies are governed by the Cancellation and Refund Policies, DAMREV ensures that return-related disputes can be assessed consistently and fairly in accordance with payment network rules.

8. POLICY UPDATES.

This section explains how and when DAMREV may update or amend this Return Policy. As DAMREV operates in dynamic regulatory, technological, and commercial environments, it is important that its policies remain current and aligned with changes in law, payment network requirements, and operational practices. This section sets out DAMREV's right to update the policy, the effective date of any changes, and how customer acceptance of updated terms is determined.

8.1. RIGHT TO AMEND.

DAMREV reserves the right, at its sole discretion, to amend, modify, or update this Return Policy from time to time. Such updates may be made to reflect changes in applicable legislation, regulatory guidance, electronic commerce standards, payment network rules, or DAMREV's service offerings and operational processes.

DAMREV is not required to obtain prior consent from customers for such updates, provided that the revised policy is published in accordance with this section.

8.2. EFFECTIVE DATE.

This Return Policy is effective from the date on which it is published on DAMREV's website, unless a different effective date is expressly stated. The version of the Return Policy in effect at the time a service is delivered or activated will govern that service.

Customers are responsible for reviewing the effective date and ensuring they are aware of the current version of this policy.

8.3. ACCEPTANCE OF UPDATED POLICY.

Continued use of DAMREV's services after the effective date of any updated Return Policy constitutes acceptance of the revised terms. Where required by applicable law, DAMREV may provide additional notice of material

changes; however, publication on the DAMREV website will generally constitute sufficient notice.

9. CONTACT INFORMATION.

This section provides customers with the official contact details for enquiries, requests, or communications relating to returns and return-related matters. Clear and accessible communication channels are essential to ensure that questions about DAMREV's return position are addressed efficiently, transparently, and in accordance with DAMREV's legal, regulatory, and consumer protection obligations. This section also explains how customers may escalate concerns where issues remain unresolved after engaging through standard support channels.

9.1. OFFICIAL CONTACT CHANNELS.

All return-related enquiries, requests, or communications must be directed to DAMREV using one of the following official email addresses:

- support@damrev.com – for general enquiries and clarification regarding DAMREV's return position
- compliance@damrev.com – for compliance-related or regulatory questions concerning returns
- payments@damrev.com – for payment-related queries that may intersect with return, cancellation, or refund matters

DAMREV does not accept formal policy-related communications submitted through social media platforms, messaging applications, or unofficial channels.

9.2. COMPLAINTS AND ESCALATION.

If a customer remains dissatisfied with the handling or outcome of a return-related enquiry after engaging DAMREV through the above channels, they

may escalate the matter in accordance with DAMREV's Complaints Management Policy, which is available on the DAMREV website.

The Complaints Management Policy outlines the formal procedures, response timelines, and escalation mechanisms applicable to unresolved complaints and forms part of DAMREV's broader consumer and compliance framework.