



Pilot Performance Guarantee

SiteActive Pilot Programme | Refund commitments for the 2026 intake

Version 1.0 — Effective 12 July 2026

This Pilot Performance Guarantee (the “Guarantee”) forms part of the SiteActive Pilot Programme documentation and is issued by SiteActive (Pty) Ltd (registration number 2026/298206/07) (“SiteActive”, “we”, “us”, “our”) to each organisation admitted to the Pilot Programme (the “Participant”, “you”, “your”). It is read together with the Pilot Programme Terms and Conditions (the “Pilot Terms”); capitalised terms not defined here bear the meanings given in the Pilot Terms. On the subject of pilot performance and refunds, this Guarantee prevails over the other pilot documents, as set out in clause 15.5 of the Pilot Terms.

1. WHAT THIS GUARANTEE COVERS

The scope, in plain terms.

1.1 In this Guarantee, “Core Compliance Services” means the Platform’s document storage, SHE File records, compliance scoring records and Chain Anchor event records.

1.2 This Guarantee sets out the only circumstances in which participation fees are refundable, as contemplated in clause 4.4 of the Pilot Terms.

2. PROVISIONING GUARANTEE

Your environment, ready when we say it will be.

2.1 Your software-only pilot environment will be made ready within 72 hours of confirmation of your payment, or by your communicated onboarding date if that is later. No hardware is required for deployment.

2.2 If your environment has not been made available within 7 calendar days of the later of those dates, you may withdraw by written notice and receive a full refund of the participation fee.

3. DATA PRESERVATION GUARANTEE

Your compliance record survives our development work.

3.1 Your compliance data — documents, SHE File records, compliance scoring records and Chain Anchor event records — is preserved through Platform updates and periods of downtime, and remains exportable during the pilot and for 30 days after withdrawal or expiry.

3.2 If compliance data you have entered is permanently lost through a cause attributable to SiteActive and cannot be restored, you are entitled to a full refund of the participation fee.

4. CORE FUNCTION GUARANTEE

If the core does not work for you, and we cannot fix it, you are refunded for the time that remains.

4.1 If the Core Compliance Services materially fail to function for your organisation’s use, you may give written notice describing the failure. SiteActive will investigate and remedy the failure within 14 calendar days of your notice.

4.2 If the failure is not remedied within that period, you are entitled to a pro-rata refund of the participation fee for the unexpired portion of the pilot period, calculated in days from the date of your notice.



5. HOW TO CLAIM

Simple, written, and verified.

5.1 Claims must be sent in writing to info@siteactive.co.za no later than 30 days after the end of the pilot period, with enough detail for SiteActive to verify the claim.

5.2 Refunds on accepted claims are paid to the account from which the participation fee was received, within 14 business days of acceptance of the claim.

6. WHAT THIS GUARANTEE DOES NOT COVER

The honest boundaries.

6.1 This Guarantee does not apply to failures caused by: your own systems, devices or connectivity; use of the Platform in breach of the Pilot Terms; third-party services outside SiteActive's reasonable control; scheduled maintenance communicated in advance; or your refusal to permit a remedy under clause 4.

6.2 Feature additions, changes, and the periods of general downtime disclosed in the pilot documentation do not, of themselves, constitute a failure of the Core Compliance Services.

7. RELATIONSHIP TO THE PILOT TERMS

One remedy, clearly stated.

7.1 This Guarantee is your sole and exclusive refund remedy in respect of the Pilot Programme. It does not exclude or limit any right that cannot lawfully be excluded or limited.

7.2 This Guarantee is governed by the laws of the Republic of South Africa and lapses, in respect of new claims, 30 days after the end of the pilot period.