

CANNABIS COMMERCE FORUM NPC

Registered Non-Profit Company (NPC) and Registered Non-Profit Organisation (NPO)

NPC Reg. No: 2025/535093 | NPO Reg. No: 334-099-NPO

SERVICE FULFILMENT / DELIVERY POLICY

Effective Date: 1 JULY 2026

1. INTRODUCTION AND SCOPE

This Service Fulfilment Policy (“the **Policy**”) describes the manner and timelines within which the Cannabis Commerce Forum NPC (“**CCF**”), a registered non-profit company and non-profit organisation, fulfils donations, payments, and services made or offered through its Website. It serves as the delivery policy required by the acquiring bank and card scheme operating regulations, and addresses section 46 of the Electronic Communications and Transactions Act 25 of 2002 (“**ECTA**”).

CCF does not export physical goods, cannabis products, medicines, or scheduled substances.

2. DONATIONS**2.1 Once-Off Donations**

For once-off donations, CCF will provide an on-screen confirmation and/or an email confirmation after successful payment. No physical goods or services are supplied in return for a pure donation unless expressly stated.

2.2 Recurring Donations

For recurring donations, CCF will provide confirmation of the donation amount, the frequency, and the cancellation contact and process. Future collections will occur according to the donor’s selected frequency until cancelled.

3. MERCHANDISE (WHERE OFFERED)

Where merchandise is sold, merchandise delivery times, courier costs, delivery areas, and tracking details will be disclosed on the relevant product page or at checkout before payment. Any merchandise will be ordinary lawful goods only and will not include cannabis, cannabis-derived products, medicines, or scheduled substances. Orders will ordinarily be dispatched within the period stated on the product page, and in any event within thirty (30) days of receipt of the order unless otherwise agreed, in accordance with section 46 of ECTA.

4. COURSES, WEBINARS, AND EVENTS

Course, webinar, or event access will be provided electronically by email, user account access, downloadable link, or such other method stated on the relevant course or event page. A confirmation with event details (date, time, venue or virtual link, and agenda) will be sent within two (2) Business Days of registration and payment, and a reminder will be sent at least forty-eight (48) hours before the event. Where access is provided by a virtual link sent by email, fulfilment occurs electronically upon delivery of that link.

5. AFFILIATION / MEMBERSHIP (WHERE OFFERED)

Where CCF offers paid affiliation / membership, a confirmation email and (where applicable) a digital membership certificate and login credentials will be provided within five (5) Business Days of payment. A membership certificate confirms membership of CCF only and is not a licence, permit, SAHPRA authorisation, government approval, legal opinion, medical authorisation, or permission to trade in cannabis or cannabis-derived products.

6. SECTION 21 REFERRAL ASSISTANCE

Where a person requests Section 21-related assistance, CCF may provide general information and facilitate contact with an appropriate third-party medical practitioner or service provider. CCF does not provide medical advice, does not conduct clinical assessments, does not prescribe, does not dispense, does not submit applications to SAHPRA, and does not guarantee any medical or regulatory outcome. Timelines for any consultation, prescription, application, or SAHPRA process depend on the relevant third party and are outside CCF's control.

7. THIRD-PARTY TRANSACTIONS

Where the Website links to third-party practitioners, service providers, merchandise suppliers, or course providers, and CCF is not the merchant of record, fulfilment, delivery, and refunds for those transactions are the responsibility of the relevant third party, as set out in the Terms and Conditions.

8. TIMELINES AND ECTA COMPLIANCE

In terms of section 46 of ECTA, a supplier must execute an order for goods or services within thirty (30) days of receipt unless otherwise agreed. The timelines in this Policy constitute the agreed timelines between CCF and the payer. If CCF is unable to fulfil within the specified timelines, CCF will notify you as soon as reasonably practicable and provide a revised estimate, and if the delay exceeds thirty (30) days beyond the original timeline, you will be entitled to cancel the affected service and receive a refund in accordance with the Donation, Refund and Cancellation Policy, taking into account any portion already rendered where permitted by law.

9. COMMUNICATION

All fulfilment communications will be sent to the email address you provide. It is your responsibility to ensure your contact details are accurate. CCF will not be liable for delays caused by incorrect or outdated contact information provided by you.

10. FORCE MAJEURE

CCF shall not be liable for any delay or failure to fulfil to the extent caused by circumstances beyond its reasonable control, including acts of God, natural disasters, pandemic, government or regulatory action, civil unrest, power or telecommunications failures, interruption of internet services, payment-system or payment-gateway failures or outages, courier delays, SAHPRA or other third-party delays, and practitioner unavailability.

11. AMENDMENTS AND CONTACT

CCF may amend this Policy by publishing the amended Policy on the Website; material changes will be communicated by email.

Cannabis Commerce Forum NPC

Email: info@cannabiscf.org | Telephone: (076) 156-8846 | www.cannabiscf.org

– End of Service Fulfilment / Delivery Policy –