



Refund Policy

Refunds – Retail:

Credit/Debit Card transactions shall only be refunded back to the account used for the original purchase. A refund will only be considered if the request is within 3 working days from purchase and if the hardware is faulty and Sat 4 Rent is not in a position to replace the hardware. All refunds may take up to 21 working days to process.

Please note that all Airtime Bundles and Data Bundles are non-refundable as it is sent directly to the satellite phone or BGAN terminal.

Refunds-Rental:

Credit/Debit Card transactions shall only be refunded back to the account used for the original rental. A refund will only be considered in extreme and individual cases. In all cases the payment will be kept on record for a year. The rental is not transferable.