



Refund and Cancellation Policy

Legal Compliance Statement

This Refund and Cancellation Policy is established in accordance with the Botswana Consumer Protection Act, 2018 and other applicable laws. Nothing in this policy shall limit or exclude your statutory rights under Botswana law.

Service Engagement and Payment

- All engagements are governed by formal proposals or engagement letters, mutually agreed upon before service commencement.
- Payments are made in advance or upon agreed milestones, as specified in the engagement documentation.

Cancellation Policy

- Clients may request to cancel an engagement by giving written notice prior to substantial commencement of the agreed services.
- If cancellation is requested before substantive work has begun, any advance fees paid may be refunded after deduction of any reasonable administrative and/or assessment costs already incurred.
- If services have already commenced or been fully/partially delivered, cancellation will not ordinarily qualify for a refund unless otherwise agreed in writing.

Refund Policy

- Refunds are only processed if the client cancels the engagement before substantive work commences, or in cases where Dixon-Warren and Associates (DWA) is unable to deliver the agreed-upon services due to circumstances within our control.
- No refunds are offered for work already performed or completed, including consultation, analysis, reports, filings, or correspondence undertaken according to the engagement scope.

- In cases of dispute, DWA commits to investigating any claims promptly and providing a fair resolution in accordance with professional standards and statutory consumer rights.

Exceptions

- Each engagement is unique; if a specific contract or engagement letter includes alternative cancellation or refund terms, those will supersede this general policy.
- Statutory rights under Botswana law are unaffected.

Contact

For cancellation or refund inquiries, clients should:

- On our [Contact Us](#) website page, reach us via e-mail, telephone, or online submission form.
- Contact the primary engagement manager assigned to your services directly (details provided in your engagement letter or proposal)

Effective Date: 1 January 2026



Authorised by:

Nigel Dixon-Warren

Managing Director, Dixon-Warren & Associates