

Khweza — Terms and Conditions

Last updated: June 2026 **Operator:** Jarred Rayns, trading as Khweza ("Khweza", "we", "us", "our") **Contact:** jarred@prop-pal.co.za

1. Acceptance of Terms

By initiating a conversation with the Khweza WhatsApp service, submitting personal information, or making a payment through our platform, you ("you", "the user") agree to be bound by these Terms and Conditions ("Terms").

If you do not agree to these Terms, do not use the Khweza service.

These Terms constitute a binding agreement between you and Jarred Rayns trading as Khweza under the laws of the Republic of South Africa, including the **Electronic Communications and Transactions Act 25 of 2002 (ECTA)** and the **Consumer Protection Act 68 of 2008 (CPA)**.

2. About the Service

Khweza is a South African CV-building service delivered via WhatsApp. We use conversational technology and artificial intelligence to help job seekers create professional, formatted CVs in South African English.

The service is accessible via WhatsApp only. No mobile app download, website registration, or email account is required to use the service.

What we do:

- Guide you through a structured conversation to collect your CV information
- Generate a professionally formatted CV using the information you provide
- Deliver a watermarked PDF preview for your review
- Accept payment and deliver a final, clean PDF upon successful payment
- Optionally add you to the Khweza Employer Database with your consent

What we do not do:

- Guarantee employment or interviews

- Verify the accuracy of information you provide
 - Submit your CV to employers on your behalf (unless you opt into the employer database)
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3. Eligibility

You must be **16 years of age or older** to use Khweza. By using the service, you confirm that you meet this requirement. Users under 16 are not permitted to use the service, and we reserve the right to terminate any session where we have reason to believe the user is under 16.

You must have access to a WhatsApp-enabled mobile device and a valid South African mobile number to use the service.

4. Service Fees and Pricing

Khweza charges the following fees:

Service	Fee (incl. VAT)
New CV (built from scratch via conversation)	R50.00
CV Update (updating a previously built Khweza CV)	R30.00

All prices are in South African Rand (ZAR). Khweza reserves the right to change its pricing with reasonable notice. Price changes will not affect transactions already in progress.

5. Payment

Payment is processed via **PayFast (Pty) Ltd**, a South African payment gateway. By proceeding to payment, you agree to PayFast's terms and conditions in addition to these Terms.

Payment is due **before** the final (unwatermarked) CV PDF is released to you. A watermarked preview of your CV will be generated and shared with you prior to payment so that you can review the document before committing to purchase.

Khweza does not store your card details. All payment processing is handled exclusively by PayFast.

6. Refund Policy

General rule: Fees paid are non-refundable once the final CV PDF has been successfully delivered to you via WhatsApp.

Exceptions — you are entitled to a full refund if:

- Your CV PDF was not delivered to you due to a technical failure on our side (e.g., a system error during generation or a delivery failure on our messaging infrastructure)
- Payment was processed but no CV was generated or attempted

We do not offer refunds for:

- Dissatisfaction with the content of a CV that accurately reflects the information you provided
- Errors or inaccuracies in the CV that resulted from information you provided incorrectly
- Change of mind after successful delivery
- Delays caused by your WhatsApp connectivity or device issues

To request a refund, contact jarred@prop-pal.co.za within **7 days** of the relevant transaction, quoting your mobile number and PayFast transaction reference. We will assess all refund requests and respond within 5 business days.

7. Accuracy of Information

Khweza generates CVs based solely on the information you provide during the conversation. You are solely responsible for the accuracy, truthfulness, and completeness of all information you submit.

We do not verify any information you provide, including but not limited to: employment history, qualifications, certifications, references, or dates.

Submitting false, misleading, or fraudulent information through the Khweza service may expose you to legal liability under South African law. Khweza accepts no responsibility for the consequences of a CV built on inaccurate or false information.

8. Artificial Intelligence

Khweza uses artificial intelligence (AI) provided by **Anthropic PBC** to assist with CV formatting and writing. The AI does not invent or add information — it works only with what you provide.

Specifically, the AI may:

- Fix spelling and grammar errors
- Rephrase your descriptions in clearer, more professional language
- Format your experience into structured bullet points
- Write a professional summary based only on facts you have shared

The AI will not:

- Add job duties you did not describe
- Invent skills or qualifications
- Fill in missing dates or details
- Add generic industry content not specific to you

You remain responsible for reviewing the generated CV and requesting corrections before payment.

9. CV Preview, Watermarking, and Final Delivery

Once your CV has been generated, we will send you a **watermarked PDF preview** via WhatsApp. The watermark ("DRAFT — KHWEZA.CO.ZA") is overlaid diagonally across all pages and is present only on the preview version.

The purpose of the watermark is to allow you to review the content and layout of your CV before committing to payment. Screenshots or reproductions of the watermarked preview are not suitable for job applications.

Upon successful payment, we will deliver an **unwatermarked final PDF** to you via WhatsApp. This is your document to use freely.

10. Revisions Before Payment

Before making payment, you may request changes to your CV via natural language conversation with our AI assistant within WhatsApp. You may make a reasonable number of changes to the content based on your collected information.

The revision feature allows you to:

- Rephrase or reorder content
- Correct errors in names, dates, or duties you described
- Change your selected CV template (Classic or Modern)
- Add information you forgot to mention during the conversation

Revisions are limited to a reasonable number of iterations to maintain service quality. We reserve the right to limit excessive revision requests.

11. Intellectual Property

Your CV content: The personal information you provide and the resulting CV content belong to you. We claim no ownership over your CV data.

Platform and software: The Khweza platform, conversation flows, branding, website, and all related materials are owned by Jarred Rayns trading as Khweza. You may not copy, reverse-engineer, reproduce, or commercialise any part of the Khweza service or platform.

CV templates: The visual design templates (Classic and Modern) provided by Khweza are our intellectual property. You are licensed to use them for your personal CV only. You may not resell or distribute the template designs themselves.

12. Prohibited Use

You may not use the Khweza service to:

- Submit false, fraudulent, or misleading personal information
- Impersonate another person
- Create CVs on behalf of other persons for commercial resale
- Attempt to bypass payment for the final CV
- Probe, test, or attack the security or infrastructure of the Khweza platform

- Use the service in any way that violates South African law
- Harvest, scrape, or extract data from the Khweza platform
- Use the service if you are under 16 years of age

We reserve the right to block or terminate access to the service for any user who violates these Terms.

13. Availability of Service

We aim to keep the Khweza service available at all times, but we do not guarantee uninterrupted availability. The service may be temporarily unavailable due to:

- Scheduled maintenance
- Technical failures by our third-party providers (Twilio, Supabase, PayFast, Anthropic)
- WhatsApp platform outages
- Events outside our reasonable control

We will not be liable for any loss or inconvenience caused by service unavailability, provided we take reasonable steps to restore service promptly.

14. Limitation of Liability

To the maximum extent permitted by South African law:

- Khweza's total liability to you for any claim arising from use of the service is limited to the fee you paid for the relevant transaction
- We are not liable for indirect, consequential, or special damages including loss of employment opportunity, loss of income, or reputational harm resulting from use of or inability to use the service
- We are not liable for errors in your CV arising from inaccurate information you provided
- We are not liable for the actions of any employer who accesses your profile via the employer database

Nothing in these Terms excludes liability for gross negligence, wilful misconduct, or any liability that cannot lawfully be excluded under the Consumer Protection Act.

15. Employer Database

If you opt in to the Khweza Employer Database:

- Your CV summary profile may be visible to registered employers and recruiters
- Your full contact details will not be shared without additional consent from you
- You may opt out and request removal at any time by contacting jarred@prop-pal.co.za
- We do not charge you for inclusion in the employer database
- We do not guarantee that inclusion in the database will result in employment or contact from employers
- We are not responsible for the conduct of any employer or recruiter who contacts you

Employers who access the database are subject to their own separate terms governing their permitted use of that information.

16. Changes to These Terms

We may update these Terms from time to time. Material changes will be communicated to active users via WhatsApp. The "Last updated" date at the top of this document reflects the most recent revision. Continued use of the service after notification of changes constitutes your acceptance of the revised Terms.

17. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the **Republic of South Africa**. Any dispute arising from or in connection with these Terms shall be subject to the jurisdiction of the South African courts.

In the event of a dispute, you agree to first attempt to resolve the matter by contacting us at jarred@prop-pal.co.za. If a resolution cannot be reached, either party may refer the matter to the relevant South African court of competent jurisdiction.

18. Contact

For any questions, complaints, or requests relating to these Terms:

Khweza Operator: Jarred Rayns Email: jarred@prop-pal.co.za

These Terms and Conditions are effective as of the date of first use of the Khweza service.