RAPID TRACK

CUSTOMER CANCELLATION REQUEST

Cruz Consulting trading as RapidTrack | Reg. No. 2022/614490/07 | VAT No. 4910324500
584 Chris Hani Road, Briardene, Durban | accounts@rapidtracksa.co.za

A. CUSTOMER & ACCOUNT DETAILS

Customer / company name	**Account number / username**
ID / company registration number	**Authorised contact / capacity**
Mobile number	**Email address**

B. CANCELLATION REQUEST

☐ Entire account / all services ☐ Only assets listed on page 2

Requested cancellation date	**Contract start date / minimum term**

☐ During fixed term ☐ At term expiry ☐ After minimum term

C. REASON FOR CANCELLATION

☐ Vehicle / asset sold ☐ Vehicle written off / asset lost

☐ Financial reasons ☐ Service concerns

☐ Changed service provider ☐ No longer required

Other reason / comments

D. CUSTOMER DECLARATION

I am the account holder or duly authorised to submit this request. I request cancellation of the services identified above and on page 2. I understand that the effective date and final account will be determined under my signed agreement and applicable law. Please confirm receipt and the effective cancellation date in writing.

I acknowledge that monitoring, alerts, response and recovery support for the cancelled services cease on the effective cancellation date. I will notify my insurer where required and arrange any necessary replacement protection.

Authorised signature	**Date**

E. VEHICLES / ASSETS TO BE CANCELLED

VEHICLE / ASSET 1

Registration / container / asset number	**Make & model / asset description**
VIN / serial / device number	**Selected package / services**

VEHICLE / ASSET 2

Registration / container / asset number	**Make & model / asset description**
VIN / serial / device number	**Selected package / services**

For more than two vehicles or assets, attach a signed schedule showing each asset identifier and the services to be cancelled. If cancelling only part of an account, all other services continue under the existing agreement.

F. NOTICE, FINAL ACCOUNT & EQUIPMENT

Notice: Clause 2.3 of the service agreement provides for at least 30 days' written notice, subject to applicable consumer law. Where section 14 of the Consumer Protection Act applies, the applicable right to cancel on 20 business days' notice is preserved. Submit this form to accounts@rapidtracksa.co.za; retain proof of submission.

Final account: Amounts lawfully due up to the effective cancellation date remain payable. Any early-termination charge must comply with clause 2.4 of the agreement and applicable law. RapidTrack will provide an itemised calculation; this form does not introduce a fixed cancellation fee or automatically make the entire remaining contract balance payable.

Equipment: Removal, return, transfer or continued use depends on equipment ownership and the signed quotation/application (clause 12.4). Do not remove or tamper with installed equipment. Any applicable removal or return charges will be disclosed before work is arranged.

Territory: RapidTrack services are provided only within the Republic of South Africa (RSA). Tracking, monitoring, response, recovery and other operational services are not provided outside the RSA.

Preferred removal / return location (if required)	**Preferred date / contact person**

G. RAPIDTRACK OFFICE USE ONLY

Date received / processed by	**Confirmed effective cancellation date**
Final account / settlement reference	**Equipment arrangements / completion date**