



When RentHub restores wallet credit or refunds cash for listing fees, service accounts, and Active Tenancy unlocks.

1. What this policy covers

This Refund policy applies to money and wallet credit you pay to RentHub for platform features: property listing credit, service-provider account time, and Active Tenancy unlocks.

It does not cover rent, sale prices, security deposits, viewing fees paid to a landlord, or any other money that changes hands between users. Those arrangements are between the parties.

This policy is designed to match how RentHub actually bills: we charge when a feature is used or a period is granted, not for browsing, drafting, or messaging.

2. Credit wallets versus cash

When you pay RentHub, we normally add listing credit or tenancy credit to your wallet, or we extend a service-account period. That prepaid credit is the product.

A cash refund (money returned to your card, EcoCash, or bank) is exceptional. In most fair cases we restore wallet credit instead, because the payment already bought platform credit.

Complimentary, welcome, and platform free-publish grants have no cash value. They cannot be exchanged for money.

3. Property listing fees

The current standard publish fee is \$20 USD per live property listing, unless Listing fees & rules or a personal override says otherwise.

Drafts are free. Credit is consumed when a listing first goes live on Explore.

If you discard a draft that never went live and credit was reserved, we return that credit to your listing wallet. That is not a cash refund.

Once a listing has been live on Explore, taking it down, marking it taken, or deleting it does not restore listing credit. You already received the publish you paid for.

If you change a live listing so substantially that RentHub treats it as a different property (title, type, location, and most photos), another publish fee is charged. That second fee follows the same rules.

4. Services, HubMall and HubJobs account fees

The Standard package for a Services, HubMall shop or HubJobs account is \$10 USD for 30 days. Unused package time is not owed as cash if you stop listing early.

Currently, publishing up to 5 listings costs nothing extra. When you reach your live listing limit of 5, buy an extra slot or take a listing down to publish another. This covers products, services and jobs while the account is active.

When the period ends, the account leaves public browse immediately. After 2 grace day(s) you also cannot add or publish listings until you renew. Unused days are not paid out as cash.

5. Active Tenancy unlock

The landlord pays \$5 USD once per tenancy. The tenant is not charged by RentHub for this unlock.

If the tenancy is discarded before both parties have signed, unlock credit is returned to the landlord's tenancy wallet. After the tenancy is signed or active, that credit is spent and is not refunded.

6. When RentHub will refund cash

We will refund cash, or offer an equivalent wallet restoration if you prefer, when any of the following is true after a good-faith review:

You were charged twice for the same successful purchase (duplicate Paynow or office payment).

Payment succeeded but the matching credit or account period was not applied, and we cannot apply it after you contact us.

We charged you because of a proven RentHub billing error (wrong amount, wrong account, or a fee that was \$0 at the time under Listing fees & rules).

A refund is required by applicable Zimbabwe consumer law or by a competent authority.

We do not refund cash because you changed your mind after a listing went live, after a service period started, or after a tenancy was signed; because a tenant did not rent; because a buyer did not complete a sale; or because you were unhappy with marketplace outcomes between users.

7. How to request a review

Use the RentHub contact form (Payments & billing topic) at <https://zirenthub.com/contact/?topic=payments> within 14 days of the payment. Include your registered phone or email, the receipt or Paynow reference, the date, the amount, and a short explanation.

We aim to respond within 7 business days. We may ask for a screenshot of the payment confirmation. Keep your receipt.

Approved cash refunds go back by the original payment method where the provider allows it. If that is not possible, we restore wallet credit of the same USD amount.

8. Chargebacks and abuse

If you open a chargeback, tell us first so we can investigate. A chargeback for a completed publish, started service period, or signed tenancy may be treated as a dispute of a delivered digital service.

Repeated false refund claims or payment abuse may lead to wallet holds, listing removal, or account suspension under the Terms of Use.

9. Price changes

Live tariffs always follow Listing fees & rules. This guide is generated from those settings so customers see the same numbers staff use.

Credit already in your wallet is used at the listing fee in force when you publish, not necessarily the fee on the day you bought the credit. If the publish fee rises, the same wallet balance funds fewer publishes; if it falls, it funds more.

10. Contact

Payments & billing: <https://zirenthub.com/contact/?topic=payments>. General support: <https://zirenthub.com/contact/?topic=support>.

Governing law is the law of the Republic of Zimbabwe. This policy does not limit rights you cannot waive under that law.