

SingEasy Terms and Conditions

Last updated: 24 October 2026

These terms apply when you use SingEasy at singeasy.co.za. SingEasy is run by Alan Musuakala, a sole proprietor in South Africa ("we", "us"). By creating an account or paying for a plan you agree to these terms.

1. What SingEasy is

SingEasy is an online app that helps singers, choir members and conductors learn their part. You can open or upload sheet music, hear each voice part, follow the score and practise at your own pace.

2. Your account

- You need an account to use SingEasy. Keep your password private.
- Give us a real email address so we can reach you about your account and payments.
- You must be 18 or older to buy a paid plan. Younger singers may use SingEasy with a parent's or guardian's permission.

3. Plans and prices

- **Free:** up to 3 songs.
- **Pro Monthly:** R154.99 per month.
- **Pro Annual:** R1,599.99 per year.

Prices are in South African rand. Payments are handled securely by PayFast. We never see or store your card details. If we change a price, we will email you at least 30 days before your next payment and you can cancel before then.

4. Delivery policy

SingEasy is a digital service. Nothing is posted or shipped.

- Pro is switched on for your account as soon as PayFast confirms your payment, usually within a few minutes.
- You use SingEasy online in your web browser at singeasy.co.za.
- If Pro is not active within 24 hours of a successful payment, email support@singeasy.co.za and we will fix it or refund you.

5. Automatic renewal

Pro plans renew automatically at the end of each month or year, using the payment method you chose, until you cancel.

6. Cancellation policy

- You can cancel at any time from your account page, or by emailing support@singeasy.co.za.
- When you cancel, you will not be charged again.

- You keep Pro until the end of the month or year you have already paid for, then your account moves to the free plan. Your songs are not deleted.

7. Refund policy

- **14-day money-back promise:** if you are not happy for any reason, email us within 14 days of your first payment and we will refund it in full. The same applies within 14 days of a yearly renewal.
- **Our mistakes are always refunded:** if you were charged twice, charged the wrong amount, charged after cancelling, or SingEasy did not work because of a fault on our side that we could not fix.
- After 14 days we do not refund part of a month or year already paid for, except as above or where the law requires it.
- Refunds go back to the card or account you paid with. Most arrive within 5 to 10 working days, depending on your bank.

To ask for a refund, email support@singeasy.co.za from your account email address with the date of the payment. We reply within 2 working days.

8. Your music

- Only upload music you have the right to use, such as music you own, public-domain music, or music your choir or publisher allows you to use.
- Your uploads stay private to your account. We do not share or sell them.
- We may remove uploads that break the law or someone else's rights.

9. Fair use

Do not misuse SingEasy, for example by trying to break into other accounts, overloading the service, or copying the app.

10. Accuracy

SingEasy reads printed music automatically. Most notes and words come out right, but some may be wrong. Always check with your printed music and your choir leader.

11. Our responsibility

We work hard to keep SingEasy running, but it may sometimes be unavailable for maintenance or problems outside our control. As far as the law allows, our total responsibility to you is limited to what you paid us in the last 12 months. Nothing here takes away your rights under the Consumer Protection Act or the Electronic Communications and Transactions Act, including your right to cancel an online purchase within 7 days.

12. Privacy

We only collect what we need to run your account and payments. See our privacy notice at singeasy.co.za.

13. Changes to these terms

If we change these terms we will update the date above and email paying users about important changes.

14. Law

These terms are governed by the laws of South Africa.

Contact

SingEasy, Alan Musuakala (sole proprietor)

Email: support@singeasy.co.za

Website: <https://singeasy.co.za>