FREQUENTLY ASKED QUESTIONS

Customer Help & Product Guide

Updated: 5 November 2026

South African Small Businesses & SMEs

info@smartkits.co.za

Document	Frequently Asked Questions
Audience	SmartKits Customers & Buyers
Email	info@smartkits.co.za
Updated	5 November 2026
Location	Pretoria, Gauteng, South Africa

Answers to common questions about SmartKits products, downloads, licences and usage.

Frequently Asked Questions

Find quick answers to common questions about SmartKits digital products, file formats, editing, licences, downloads, compliance and choosing the right pack.

What is SmartKits?

SmartKits creates practical, ready-to-use digital business resources for South African small businesses and SMEs.

Our products include editable Word templates, live Excel workbooks, policies, checklists, registers, trackers, business guides, AI prompt resources and complete business toolkits designed to help you build stronger systems without starting from scratch.

Are SmartKits products physical products?

No. SmartKits products are **digital downloads**.

Nothing will be couriered or physically delivered unless a specific product page clearly states otherwise.

When will I receive my files?

Your digital files are made available electronically after successful payment and order processing.

Depending on the product, access may be provided through a website download, secure link, email or your customer account.

What file formats are included?

The file types depend on the product you purchase.

SmartKits products may include:

- Microsoft Word (.docx) files
- Microsoft Excel (.xlsx) workbooks
- PDF guides or reference documents
- ZIP folders containing multiple files

The relevant product page will explain what is included.

Can I edit the templates?

Yes, where a product is supplied as an editable Word or Excel file.

Word documents are generally used as editable document masters for policies, notices, agreements, forms and communication.

Excel workbooks are generally designed as live operational tools, registers, trackers, assessments and management systems.

PDF documents are normally provided as guides, reference material or static copies rather than editable masters.

Do I need Microsoft Word or Excel?

If your SmartKits product contains Word or Excel files, compatible software will be required to use those files properly.

For the best experience, we recommend Microsoft Word and Microsoft Excel.

Other software may open the files, but formatting, formulas, dropdowns or other features may not work exactly as intended.

Are SmartKits templates ready to use immediately?

They are designed to give you a strong starting point, but most templates still need to be **reviewed and customised for your business**.

You may need to:

- replace placeholders
- add your business details
- remove sections that genuinely do not apply
- adjust wording to match your operations
- complete registers and trackers
- obtain signatures or internal approval where required
- seek professional advice where necessary

A template should never be treated as automatically correct for every business.

Are SmartKits products legal advice?

No.

SmartKits provides practical business templates, tools and general guidance. Our products **do not** constitute legal, tax, accounting, financial, labour, cybersecurity or regulatory advice.

Where specialist advice is required, you should consult an appropriately qualified professional.

Will these templates automatically make my business compliant?

No business template can guarantee automatic compliance.

Compliance depends on your actual business activities, industry, systems, staff, customers, products, services, risks and how the documents are implemented.

SmartKits helps you build more structured systems and gives you practical tools to work from, but you remain responsible for reviewing and implementing them correctly.

Are SmartKits products designed for South African businesses?

Yes.

SmartKits products are developed primarily with **South African small businesses and SMEs** in mind.

Some resources may refer to South African business practices, POPIA, PAIA, consumer protection, direct marketing and other local considerations.

If your business operates outside South Africa, across multiple jurisdictions or in a highly regulated industry, professional advice may be necessary before using the templates.

What is the difference between the Launch Pack and Premium Pack?

The **SmartKits Launch Pack** provides the core business compliance and operations system across **19 structured business areas**.

It includes policies, Word templates, Excel tools, registers, implementation plans, compliance checklists, risk tools and buyer guidance.

The **SmartKits Premium Pack** includes the complete core system plus **6 additional premium resource collections**, including:

- Premium Industry Pack
- Staff Training Pack
- Excel Tracker Pack
- Client-Facing Notice Library
- AI Prompt Pack
- Monthly Review & Maintenance Pack

If you mainly need the essential foundation, start with the Launch Pack.

If you want the larger implementation, training, tracking and ongoing maintenance system, choose Premium.

Are the Launch Pack and Premium Pack only for large companies?

No.

They are specifically designed to make structured business systems more accessible to **small businesses, freelancers, sole proprietors, consultants, agencies and growing teams**.

You do not need a large HR, compliance or administration department to use SmartKits.

Can I use SmartKits templates for my clients?

Your purchase generally gives you a licence to use the product for **your own business or the purchasing business entity**.

You may use a completed and customised document during your ordinary business activities where appropriate.

However, you may not redistribute, resell, share or provide the original editable SmartKits templates or reusable source files to clients or other businesses.

Can I share my SmartKits files with another business?

No.

Unless SmartKits gives you written permission, one purchase provides a licence for **one purchaser or one business entity**.

The original templates, workbooks and source files may not be redistributed, transferred or shared with another business.

Can my employees use the files?

Yes.

If the product was purchased for your business, your employees or contractors may use the files for that business's internal operations under your control.

This does not give them the right to copy, resell or redistribute the SmartKits files for their own use or another business.

Can I resell SmartKits templates?

No.

SmartKits products may not be:

- resold
- redistributed
- sublicensed
- uploaded to template marketplaces
- added to membership libraries
- bundled into another digital product
- shared through public drives or download repositories
- repackaged as your own template product

Your purchase gives you permission to **use** the resource, not ownership of the underlying SmartKits intellectual property.

Can I remove the SmartKits branding?

Where a template is specifically intended to become your own business document, you may customise and brand the final document for your business.

However, you may not remove SmartKits ownership or copyright information from original source material where it is intended to remain, and you may not claim ownership of the original SmartKits framework, content or product.

Do you offer refunds?

Because SmartKits sells downloadable digital products, **all sales are final once digital supply or access has begun**, subject to any rights that cannot legally be excluded under South African law.

Please review the product description carefully before purchasing.

What if my download is damaged or does not work?

If a file is corrupted, incomplete because of a delivery problem or materially different from the product description, contact us at info@smartkits.co.za.

Where appropriate, we can investigate the issue and may resend, replace or restore access to the affected file.

What happens if I lose my downloaded files?

We strongly recommend keeping an untouched backup copy of your original SmartKits download before you begin editing.

Download availability may be limited according to the conditions shown with your purchase, so your own backup should always be kept safely.

Can I use AI with SmartKits templates?

Yes, but responsibly.

Some SmartKits products even include AI guidance and prompt resources.

However, you should never assume AI-generated content is automatically accurate, lawful or appropriate.

Avoid entering confidential, sensitive, regulated or personal information into third-party AI systems unless you are authorised to do so and understand how that provider handles your information.

Always review AI output before using it in your business.

Do SmartKits products get updated?

SmartKits may improve or update products over time.

However, purchasing a product does not automatically guarantee lifetime updates unless the relevant product page specifically says that updates are included.

Laws, technology and business requirements also change, so you should regularly review your documents and systems.

Which SmartKits product should I buy?

That depends on what you need.

If you need individual spreadsheets or operational tools, one of our focused template or Excel packs may be enough.

If you want a structured foundation covering key business policies, processes and compliance areas, the **Launch Pack** is the better starting point.

If you want the full system with additional staff training, industry resources, Excel tracking, customer notices, AI prompts and ongoing review tools, choose the **Premium Pack**.

I still have a question. How can I contact SmartKits?

You can contact SmartKits at:

Email: info@smartkits.co.za

Location: Pretoria, Gauteng, South Africa

We'll gladly help with questions about product contents, downloads or choosing the most suitable SmartKits product.

SMARTKITS • EVERYTHING YOUR BUSINESS NEEDS