

Ngabantu Refund, Cancellation & Dispute Resolution Policy

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1. Introduction

Ngabantu (the “Company”, “we”, “our”, or “us”) develops and distributes enterprise-grade Flutter plugins and related software tools (“Products”) which are licensed to developers and organizations on a paid basis through our websites, including ngabantu.com, shop.ngabantu.com, and support.ngabantu.com (collectively, the “Ngabantu Sites”).

This Refund, Cancellation & Dispute Resolution Policy (the “Policy”) explains how we handle:

- Voluntary refunds and cancellations requested by customers
- Chargebacks and payment disputes raised with Paystack or card schemes
- Our cooperation with Paystack’s dispute management framework

This Policy applies to all license purchases of Ngabantu Flutter plugins, including but not limited to:

- Flutter Background Location Plus
- Flutter Activity Recognition Plus
- Flutter Geofence / Motion Intelligence Plus

and any future Ngabantu plugin products (collectively, the “Ngabantu Plugins”), sold via Paystack.

2. Nature of the Product

2.1 Digital, intangible goods

Ngabantu Plugins are digital, non-tangible software products delivered as:

- A license key (encrypted, device-aware, enterprise-grade)
- Access to a package hosted on pub.dev (the official package repository for Dart and Flutter apps, supported by Google and GitHub)
- Documentation and integration support

Once a license key has been generated and delivered, it is technically impossible to “return” the key in the same way as a physical product. It is therefore important to clearly define when and how reversals may apply.

2.2 No recurring subscriptions

All Ngabantu license purchases currently processed via Paystack are one-time license fees per plan (Starter, Professional, or Enterprise). We do not bill recurring subscription fees via Paystack for these licenses at this time.

3. License Plans, Usage and Scope

3.1 License tiers

Each Ngabantu Plugin is sold in three license tiers:

- Starter: development and testing on a single fingerprinted device ID
- Professional: development and testing on up to five (5) fingerprinted devices
- Enterprise: development and testing on up to fifty (50) fingerprinted devices

The license tier and permitted device count are encoded into the encrypted license payload and enforced by the Ngabantu License Manager.

3.2 License activation and device binding

A license may be considered “activated” once:

- The license key has been generated by the Ngabantu License Manager, and
- The license key has been used by the plugin (or test harness) to authenticate and start sending events, or
- The license key has been bound to one or more device IDs in our license/device tracking backend.

4. Voluntary Refunds & Cancellations

4.1 General principle

Ngabantu is committed to fair, transparent and good-faith treatment of customers. We recognize that enterprise plug-ins can be complex to evaluate, and that there may be legitimate reasons a customer wishes to cancel a license shortly after purchase.

4.2 Cooling-off window for first-time purchases

For first-time purchases of a specific Ngabantu Plugin (per customer and per organisation), we offer a good-faith evaluation period of up to 14 calendar days from the date of payment, subject to the conditions below:

- The license must not have been used in a production environment.
- The license must not have been shared, sublicensed or resold to third parties.
- The customer must confirm in writing that they will remove and cease using the license key and plugin in any deployed applications.

Within this window, we may, at our discretion, provide either:

- A full refund; or

- A partial refund; or
- A credit towards another Ngabantu Plugin or a higher license tier.

4.3 Non-refundable scenarios

In line with global best practices for digital software licenses and Paystack's dispute framework, the following scenarios are generally non-refundable:

- The license has been used to ship or operate a production application.
- There is clear evidence of misuse, abuse, fraud, or unauthorized reselling of license keys.
- The request is made significantly after the initial purchase (e.g., after extended use in development or production).
- The dispute is based solely on "buyer's remorse" where the product is functioning as described.

4.4 Technical issues and genuine incompatibilities

If a customer experiences genuine technical issues, incompatibilities, or limitations not clearly disclosed in the product documentation, we will:

- 1) Work with the customer to diagnose and resolve the issue (including log review, sample code, and configuration guidance).
- 2) If the plugin is clearly unusable in the customer's confirmed and supported environment, and we are unable to provide a reasonable workaround within a commercially sensible timeframe, we may offer a refund or credit as appropriate.

5. How to Request a Refund or Cancellation

5.1 Direct contact with Ngabantu

Customers are strongly encouraged to contact Ngabantu directly before filing a chargeback or dispute with Paystack or their card issuer.

Refund and cancellation requests can be submitted via:

- Email: licensing@ngabantu.com (or such alias as communicated on our website)
- Support form: accessible via the Ngabantu Sites
- In-portal contact links on the License Manager

To help us assess the request quickly, customers should provide:

- Paystack reference number and transaction ID
- License key (or last 4–6 characters)
- Date of purchase
- Plugin name and license tier (Starter / Professional / Enterprise)
- Description of the issue or reason for the refund request
- Confirmation that the license key will be destroyed and removed from all systems if the refund is granted

5.2 Internal review process

Upon receiving a refund or cancellation request, Ngabantu will:

- Acknowledge the request within 2–3 business days.
- Review payment records, license activation status, device usage logs and any relevant technical logs.
- Request clarifications or additional information if needed.
- Provide a written decision, including the rationale and any applicable remedy (refund, credit, or decline).

6. Handling Paystack Disputes & Chargebacks

6.1 Alignment with Paystack dispute framework

Ngabantu's dispute handling process is designed to align with Paystack's official dispute management guidelines, including:

- The Paystack Guide to Handling Disputes at Scale
- Paystack's Manage Disputes documentation
- Chargeback and arbitration workflows as provided in the Paystack Dashboard

We actively monitor and respond to disputes raised via the Paystack Dashboard within the recommended timelines and in accordance with Paystack's processes.

6.2 When a dispute is raised

If a customer raises a dispute or chargeback through their card issuer or bank, and this is routed to us via Paystack, Ngabantu will:

- Immediately review the transaction details in the Paystack Dashboard.
- Correlate the transaction with our internal license issuance logs, device usage logs, and customer support history.
- Determine whether the dispute is:
 - A legitimate case (e.g., fraud, duplicate charge, non-delivery), or
 - A misunderstanding that can be resolved via clarification, or
 - A misuse of the chargeback process (e.g., "friendly fraud" after using the license).

6.3 Evidence submission

Where appropriate, Ngabantu will provide Paystack with supporting evidence such as:

- Transaction confirmation and Paystack reference

- Time-stamped logs of license generation and delivery
- Device activation and usage logs (where applicable)
- Email delivery logs and customer communications
- Links to product documentation and refund terms

Our goal is to protect both the customer and Ngabantu from abuse, while acting in good faith and within the card/network rules as enforced by Paystack.

6.4 Preference for amicable resolution

Even when a chargeback has been raised, Ngabantu will still seek to resolve the matter amicably with the customer, where possible, including by:

- Clarifying technical capabilities and limits
- Providing configuration or integration support
- Offering a downgrade, upgrade credit, or alternative product where appropriate

7. Customer Responsibilities

To help us handle disputes fairly and efficiently, we ask customers to:

- Read the product description, documentation and license terms carefully before purchase.
- Evaluate the plugin in a non-production environment during the initial evaluation period.
- Contact Ngabantu support first to give us an opportunity to resolve any issues before lodging a chargeback.
- Provide accurate information and not misrepresent the extent or nature of plugin usage.

8. Our Commitments

Ngabantu commits to:

- Handling all refund and dispute requests in good faith and with respect.
- Responding to Paystack dispute notifications within the required timeframes.
- Providing accurate and complete information to Paystack to assist in dispute resolution.
- Continuously improving our documentation, test harnesses and evaluation processes to minimize misunderstandings.
- Maintaining clear and accessible policies on our website, including this Refund, Cancellation & Dispute Resolution Policy.

9. Relation to Local Law and Paystack Terms

This Policy is designed to work alongside:

- Applicable consumer protection and e-commerce laws in the jurisdictions where we operate; and
- Paystack's Terms of Use, dispute processes, and card scheme rules.

In the event of any conflict between this Policy and mandatory legal obligations or Paystack's card network rules, the latter will prevail.

10. Contact Details

For any questions about this Policy, or to submit a refund, cancellation or dispute-related request, please contact:

Ngabantu Licensing & Compliance

Email: licensing@ngabantu.com

Website: <https://ngabantu.com>

Support & Licensing Portal: <https://support.ngabantu.com>

Shop & Product Catalogue: <https://shop.ngabantu.com>

We are committed to ensuring that our customers, partners, and Paystack's Risk & Compliance teams can rely on a clear, predictable and fair process for managing refunds, cancellations and disputes.