

Dispute Resolution Policy

Plugr Technologies Limited ("Plugr", "we", "us") — a product of Alhazen

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DRAFT FOR LEGAL REVIEW — Prepared as a working draft for Plugr Technologies Limited's legal practitioner to review, revise, and finalize before publication. Not yet reviewed by qualified Nigerian counsel.

This Policy explains how disagreements arising from a Job — between a Client and a Plug, or between a user and Plugr — are reported, reviewed, and resolved. It forms part of, and should be read together with, our Terms of Service.

1. Scope

This Policy covers disputes about:

- Non-performance or incomplete performance of a Job.
- Quality of Services rendered.
- Payment amounts, refunds, or cancellation charges.
- Misconduct or misrepresentation by a Client or Plug.
- Disagreements about a Plug's verification status or a Client's account status.

This Policy does not cover criminal conduct (theft, assault, fraud) — report that to the Nigeria Police Force in addition to Plugr — or data protection complaints, which are handled under our Privacy Policy and may separately be escalated to the Nigeria Data Protection Commission.

2. How to Report a Dispute

A dispute must be reported within seven (7) days of the Job's scheduled completion date, through one of the following channels:

- The Plugr WhatsApp bot, using the dispute/support option.
- The Plugr app support section.
- Direct contact with support@getplugr.com.

When reporting, provide the Job reference, a description of the issue, and any supporting evidence (photos, messages, receipts). Disputes reported after the seven-day window may still be reviewed at Plugr's discretion, but timely reporting materially improves the chances of a fair outcome.

3. Resolution Process

Step 1 — Acknowledgement (within 24 hours)

Plugr acknowledges receipt of the dispute. Where the Job involved a payment held pending confirmation, that payment may be placed on hold pending resolution.

Step 2 — Fact-finding (within 3–5 business days)

Plugr's support team reviews the evidence submitted by both parties. Both the Client and the Plug are given a fair opportunity to respond to the other party's account before a decision is made.

Step 3 — Decision

Based on the evidence, Plugr will issue one of the following outcomes:

- Full refund to the Client.
- Partial refund.
- Release of payment to the Plug.
- A requirement that the Plug remedy or redo the work at no extra cost, where feasible.

- No action, where the evidence does not support the complaint.

Plugr will communicate its decision, and the reasoning behind it, to both parties in writing.

Step 4 — Escalation

If either party disagrees with the outcome, they may request a second-level review by a more senior member of the Plugr team within 3 days of receiving the decision. This is the final stage of Plugr's internal process.

4. Repeat or Serious Issues

Where a dispute reveals a pattern of misconduct, repeated poor performance, or a serious breach of the Terms of Service, Plugr may suspend or permanently remove the relevant account, independent of the specific dispute outcome.

5. Payment Handling During a Dispute

Where the Platform's payment flow holds funds pending Job confirmation, those funds remain on hold for the duration of an active dispute and are released or refunded only once a decision under Section 3 is reached. Plugr will not unreasonably delay this process.

6. External Escalation

If a dispute is not resolved to a party's satisfaction through Plugr's internal process, either party may pursue resolution through mediation, arbitration, or the courts, as set out in the Terms of Service. Plugr encourages parties to attempt resolution through its internal process first, as it is faster and free of charge.

7. Good Faith

Both Clients and Plugs are expected to engage with the dispute process honestly and in good faith. Submitting false evidence or knowingly making a false complaint is a breach of the Terms of Service and may result in account suspension.

8. Changes to This Policy

Plugr may update this Policy from time to time. Material changes will be communicated through the Platform before taking effect.

9. Contact Us

Plugr Technologies Limited — a subsidiary of Alhazen · Lagos, Nigeria

- Dispute support: support@getplugr.com
- Website: getplugr.com