

Terms of Service

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

Version 1.0 · Effective July 2026 · getplugr.com

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.

These Terms of Service ("Terms") govern access to and use of the Plugr platform, including the Plugr WhatsApp bot, web application, and any related services (together, the "Platform"). By registering for or using the Platform, you agree to be bound by these Terms and by our Privacy Policy.

1. Definitions

- Plugr / Platform: the service operated by Plugr Technologies Limited connecting Clients with verified service providers.
- Plug: a verified service provider offering services through the Platform.
- Client: a user who requests or books services through the Platform.
- Job: a specific service engagement arranged between a Client and a Plug through the Platform.
- Services: the work performed by a Plug for a Client in connection with a Job.

2. Eligibility and Registration

You must be at least 18 years old and capable of forming a binding contract under Nigerian law to use the Platform. Registration is completed via WhatsApp OTP verification tied to a valid, active phone number. You are responsible for keeping your phone number and account access secure, and for all activity that occurs under your account. Plugs must additionally complete identity verification, including submission of a valid NIN, before their profile is made visible to Clients.

3. Nature of the Platform

Plugr is a technology platform that facilitates connections between Clients and independent Plugs. Plugr is not an employer, agent, or principal of any Plug, and Plugs are not employees, partners, or agents of Plugr. Each Job is a direct arrangement between the Client and the Plug. Plugr is not a party to that arrangement and does not supervise, direct, or control how a Plug performs Services.

4. Verification and Its Limits

Plugr verifies each Plug's identity using their NIN, via NIMC-accredited verification providers, before allowing that Plug's profile to appear on the Platform. This verification confirms that a real, traceable individual is behind a profile. It is not a guarantee of a Plug's skill, workmanship, reliability, or the outcome of any Job. Clients are responsible for satisfying themselves that a Plug is suitable for a given Job, including by reviewing ratings and history where available.

Verification confirms identity, not quality of work. Review ratings, history, and job scope before confirming a booking.

5. Fees and Payments

Fees payable for a Job, and any platform service fee retained by Plugr, are disclosed to both parties before a Job is confirmed. Payments are processed through our payment partner, Alipay. Plugr does not store full payment card details; payment data is handled per our Privacy Policy and Alipay's own terms. Plugr may change its payment processing partner from time to time; the current partner is always disclosed here and in the Privacy Policy. Plugs are responsible for their own tax obligations arising from income earned through the Platform.

6. User Conduct

You agree not to:

- Provide false, misleading, or another person's identity information during registration or verification.
- Use the Platform to arrange payment or communication outside the Platform for the purpose of avoiding fees, where this undermines dispute protections.
- Harass, threaten, defraud, or discriminate against another user.
- Use the Platform for any unlawful purpose.
- Attempt to interfere with, reverse-engineer, or disrupt the Platform's operation or security.

Plugr may suspend or terminate accounts that violate these Terms, at its reasonable discretion, and may report suspected fraud or identity misuse to relevant authorities.

7. Cancellations and Refunds

Cancellation and refund terms for a given Job are governed by the specific policy shown to both parties at the time of booking. Where a dispute arises over a cancellation, refund, or the quality of Services rendered, it is handled under Plugr's Dispute Resolution Policy, which forms part of these Terms by reference.

8. Intellectual Property

The Platform, including its software, branding, and content (excluding user-submitted content and third-party content), is owned by Plugr Technologies Limited / Alhazen and protected by applicable intellectual property laws. You are granted a limited, non-exclusive, non-transferable license to use the Platform for its intended purpose. You may not copy, modify, or distribute any part of the Platform without our written consent.

9. Disclaimers

The Platform is provided on an "as is" and "as available" basis. To the fullest extent permitted by Nigerian law, Plugr disclaims all warranties, express or implied, regarding the Platform's availability, accuracy, or fitness for a particular purpose, and regarding the quality, safety, or legality of Services provided by any Plug.

10. Limitation of Liability

To the fullest extent permitted by applicable law, Plugr's total liability to you arising out of or relating to these Terms or your use of the Platform shall not exceed the total platform fees paid by you to Plugr in the twelve (12) months preceding the claim. Plugr shall not be liable for indirect, incidental, consequential, or punitive damages, or for any loss arising from a Plug's performance (or non-performance) of Services, except to the extent such liability cannot be excluded under Nigerian law.

11. Indemnification

You agree to indemnify and hold Plugr, Alhazen, and their officers and employees harmless from any claim, loss, or liability arising from your breach of these Terms, your misuse of the Platform, or your conduct in connection with a Job.

12. Termination

You may close your account at any time by contacting support. Plugr may suspend or terminate access to the Platform where these Terms are breached, where required by law, or where continued access poses a risk to other users or the Platform. Provisions that by their nature should survive termination (including Sections 9, 10, 11, and 14) will continue to apply.

13. Governing Law and Dispute Resolution

These Terms are governed by the laws of the Federal Republic of Nigeria. Disputes between users, or between a user and Plugr, are handled in accordance with Plugr's Dispute Resolution Policy in the first instance. Where a dispute cannot be resolved through that process, it shall be subject to the exclusive jurisdiction of the courts of Lagos State, Nigeria, or resolved by arbitration as set out in that Policy.

14. Changes to These Terms

- We will update the Effective Date at the top of this document.
- We will notify registered users via WhatsApp or email before material changes take effect.
- Continued use of the Platform after changes take effect constitutes acceptance of the updated Terms.

15. Contact Us

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

- Legal inquiries: legal@getplugr.com
- General support: support@getplugr.com
- Website: getplugr.com