Refund Policy

Version 1.1. Effective from 7 October 2026. taxaudit.ng

1. During the beta

No payments are taken during the beta: paid plans are free. If we cancel a planned end of the beta, anything paid in advance for the period after it is refunded in full.

2. Free trial

A trial is free for 14 days and needs no card. Nothing is charged when it ends: you move to the Free plan unless you've chosen a paid plan.

3. Cancelling

Cancel at any time in Settings → Billing. Your plan keeps working until the end of the period you've paid for, then moves to the Free plan, and you aren't charged again. Your records are kept, and you can export everything at any time.

4. Monthly plans

Monthly payments aren't refunded for the unused part of a month.

5. Yearly plans

If you change your mind about your **first** yearly payment, ask within 14 days of paying and we'll refund it in full. After that, and for later yearly renewals, the plan runs to the end of the year you've paid for, and unused months aren't refunded.

6. Changing plan

When you upgrade, the unused part of your current period is credited against the new price, so you don't pay twice. Downgrades take effect at your next renewal; nothing is refunded for the current period.

7. AI credit

Credit you buy is added to your account at once, carries over every month and doesn't expire while you're on a paid plan, so it isn't refunded once bought. Monthly credits included with a plan have no cash value.

8. Mistakes on our side

If you're charged twice, charged the wrong amount, charged after cancelling, or can't use what you paid for because of a fault on our side, we refund the full amount you paid, including VAT and Paystack's fee.

9. How to ask, and how long it takes

Open a support ticket from Help and support, or email support@taxaudit.ng, with your invoice number. We reply within the support times for your plan. Refunds go back to the card you paid with, through Paystack, and usually arrive within 5 to 10 business days, depending on your bank. You get a credit note by email.

10. Your rights

This policy doesn't affect your rights under Nigerian consumer protection law.