

# Refund Policy

Refunds, cancellations, and billing corrections for Mataami subscriptions.



Developed by © ScanDigits FZC LLC

[www.mataami.com](http://www.mataami.com)

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## Overview

### • Who this policy applies to

This Refund Policy applies to subscriptions and services purchased directly from Mataami (operated by ScanDigits FZC LLC ) for Mataami POS & QR Menu.

## Free Trial

### • Do you charge during trial?

If you are on a free trial, no subscription fee is collected during the free trial period. You may cancel your free trial at any time before upgrading to a paid plan.

## Refund Eligibility

### • Refund window

If you purchased a Mataami subscription, you may request a refund within 30 days of the purchase date, subject to review and approval. After 30 days, refunds are generally not available, and you may request cancellation for future renewals.

### • Eligible reasons

Refund requests may be approved in cases such as billing errors (duplicate charges), wrong plan charged by mistake, or technical issues that prevent reasonable use of the service after support investigation.

### • Non-refundable cases

Refunds may not be granted in cases such as: change of mind after successful activation, failure to use the service, or where the issue is caused by customer-side devices, connectivity, misconfiguration, or violations of Terms & Conditions.

All refund requests are reviewed on a case-by-case basis. Approval of any refund is at the sole discretion of ScanDigits FZC LLC, subject to this Refund Policy.

This Refund Policy forms part of the Mataami Terms & Conditions. In the event of any conflict, the Terms & Conditions shall prevail. [link T&C](#)

## Cancellations

### • Canceling subscription

You may request cancellation at any time. Cancellation typically stops future renewals and you retain access until the end of the current paid billing period unless otherwise agreed.

### • How to cancel

To cancel, contact us at [info@mataami.net](mailto:info@mataami.net) with your restaurant name, registered email/phone, and request details.

## Refund Process

### • How to request a refund

To request a refund, email [info@mataami.net](mailto:info@mataami.net) within 30 days of purchase and include: restaurant name, invoice/transaction reference (if available), reason for the request, and screenshots/logs if relevant.

### • How refunds are paid

Approved refunds are issued to the original payment method where possible. Processing times may vary depending on the payment provider and bank. Some fees charged by payment providers may be non-refundable.

## Contact

### • Need help?

For refund or cancellation questions, contact: **[info@mataami.net](mailto:info@mataami.net)**