

Return & Refund Policy

Jibzi Systems — Digital Goods & Software Licensing Policy

1. Nature of Digital Products

Jibzi Systems specializes in the development and distribution of standalone desktop business software, digital productivity tools, and permanent offline licenses. Unlike physical merchandise, digital software, executable files (.exe), and cryptographic activation keys cannot be physically returned once accessed or unlocked.

2. Standard Policy: All Sales Final Post-Activation

Due to the irreversible nature of digital file downloads and hardware-locked cryptographic key generation:

- All sales are considered **final and non-refundable** once a digital download has taken place and a permanent cryptographic Activation Key (e.g., `ACT-XXXX-XXXX-XXXX-XXXX`) has been issued for your Machine ID.
- Buyers are strongly encouraged to review the product specifications, system requirements, feature descriptions, and FAQ documentation prior to completing their checkout.

3. Refund Eligibility Exceptions

We stand behind the engineering quality of our software. A refund request may be granted under the following specific circumstances:

- **Pre-Activation Cancellation:** If you purchased the software but have not yet downloaded the installer and have not requested or received an activation key, you may request a full refund within 48 hours of payment.
- **Fatal Incompatibility / Unresolvable Technical Defect:** If the software exhibits a fatal technical crash or system incompatibility on a supported operating system (Windows 10 or Windows 11 64-bit) that prevents fundamental POS or inventory operation, and our technical engineering team is unable to resolve the defect within seven (7) business days of receiving proper diagnostic logs and crash reports.
- **Duplicate Billing:** Any accidental duplicate transactions verified on Whop will be refunded immediately in full.

4. Non-Refundable Scenarios

Refunds will strictly not be issued for:

- Change of mind, lack of user need after purchase, or business closure.
- Incompatibility caused by unsupported operating systems (e.g., macOS, Linux, Windows 7, 32-bit architecture).
- Failure to conduct data backups resulting in local database loss.
- Inability or refusal to provide necessary troubleshooting details or Machine IDs required to activate or diagnose the software.

5. How to Initiate a Review

To request an eligibility review, contact our support team directly through your Whop Member Portal with your Whop Order ID, registered email address, and a clear description of the technical issue.

Legal & Customer Support Entity: Jibzi Systems

Official Storefront & Delivery Hub: whop.com/jibzisystems

Inquiries & Support: Direct message via Whop Customer Portal