Return & Refund Policy

Bismarck Ndou (Whop store) · Effective 5 October 2026 · Contact: ndoubismarck@gmail.com · ndoubismarck.com

1. Overview

This policy explains how returns and refunds work for purchases from the Bismarck Ndou store on Whop. Because most of what we sell is custom development work, refunds depend on how far the work has progressed. Free products have no charge and are not covered by this policy.

2. Project Scoping

Project Scoping is a one-to-one session to agree what you need, held by call, video meeting, or chat on Whop, whichever suits you.

Before the session: if you change your mind before your scoping session takes place, you can request a full refund.

If we cannot schedule: if we do not confirm a time for your session within 7 days of your purchase, you are entitled to a full refund.

After the session: once the session has taken place and the written spec and quote have been delivered, the fee is non-refundable, because the service has been fully provided.

Credit toward a build: the full Project Scoping fee is credited toward any development service you purchase from us within 60 days of the session.

3. Development services (websites, apps, software, AI, scrapers, trading bots)

Before kickoff: if you cancel before the kickoff call or before any work has started, you receive a full refund.

Work in progress: if you cancel after work has started, we refund the value of the milestones that have not yet been started. Work completed up to the cancellation date is delivered to you and is not refunded. Milestones are agreed in writing at kickoff.

After delivery: once the final deliverable has been delivered and accepted, or 14 days have passed after delivery without you reporting a defect, the purchase is non-refundable.

Defects: bugs or failures to meet the agreed scope that you report within the support period stated on the listing are fixed at no extra cost. A fix is the first remedy; a partial refund is offered only if we cannot deliver what was agreed.

4. Situations not eligible for a refund

Requests for features or changes outside the scope agreed at kickoff (these are quoted separately); delays caused by missing content, access, or feedback from you; dissatisfaction with third-party services, hosting, APIs, or platforms outside our control; and trading results. Trading bots and strategies are software tools only; we do not guarantee profits, and trading losses are never refundable.

5. How to request a refund

Message us through Whop chat or email ndoubismarck@gmail.com with your order details and the reason for your request. We respond within 2 business days. Approved refunds are issued to your original payment method through Whop; your bank or payment provider may take 5 to 10 business days to show the refund.

Please contact us before opening a dispute or chargeback with your bank. We will always try to resolve the problem directly first.

6. Changes to this policy

We may update this policy from time to time. The version in effect on the date of your purchase applies to that purchase.