

Refund policy

Last updated 10 Oct 2026. Operated by Simgela Ltd trading as NeatBeans, company number 16450664, VAT number GB 494367155, registered office 66 Paul Street, London, England, EC2A 4NA. Contact: hello@neatbeans.co.uk

NeatBeans offers a full refund of any subscription payment when you request it within 14 days of the payment date. No reason is required. Payments and refunds are handled by Paddle, our merchant of record.

1. Our 14-day full refund promise

Request a refund within 14 days of the transaction date shown on your Paddle receipt and you will receive a full refund of that payment. This promise applies to your first subscription payment and to subsequent renewal payments.

You do not need to give a reason. Using NeatBeans during those 14 days does not affect your refund. The 14-day period starts when a payment is taken, not when your free trial begins.

Paddle's buyer terms: <https://www.paddle.com/legal/invoiced-consumer-terms>

2. How to request a refund

Go to paddle.net, find your payment and choose Request refund. You can also follow the support link in your Paddle receipt. Have the email address used for the purchase and your transaction or receipt reference ready so Paddle can locate your payment.

If you need help identifying a payment or resolving a problem with NeatBeans, email hello@neatbeans.co.uk. We can help you contact Paddle, but Paddle processes the refund. Do not send us your full card details.

Request a refund at paddle.net: <https://paddle.net>

Email NeatBeans support: hello@neatbeans.co.uk

3. Refund processing

Paddle processes your full refund and sends you confirmation. You can track the refund or ask for help at paddle.net.

If a payment is refunded, access to the refunded subscription may end. A refund does not transfer ownership of your business records: they remain yours.

4. Cancelling your subscription

You can cancel a company's subscription at any time in Billing, through the customer portal linked in your Paddle receipt, or at paddle.net. Cancellation stops future renewals. Unless a refund ends the paid subscription earlier, you keep access until the end of the paid period, then that company becomes read only.

Cancellation and a refund request are separate. To receive a refund as well as stop future renewals, request your refund through Paddle. Each company has its own subscription, so identify the company and payment concerned.

Manage your payments with Paddle: <https://paddle.net>

5. Payment errors, service problems and your rights

If you believe a payment was duplicated, taken in error or made without your permission, contact Paddle or us, even if more than 14 days have passed. You can also contact us for help with a service problem. You do not have to complete troubleshooting before requesting a refund within 14 days.

Our 14-day full refund promise is in addition to your statutory rights. It does not limit any statutory withdrawal rights or remedies for a faulty or misdescribed service. Nothing in this policy restricts Paddle's ability to issue refunds under its buyer terms.

Paddle's buyer terms: <https://www.paddle.com/legal/buyer-terms>

NeatBeans Terms and conditions: <https://neatbeans.co.uk/terms>