



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

NGL Settlement

January 2026 |

Did you pay for unauthorized charges by NGL Labs? Apply for a refund.

[Apply for a Refund](#)

The FTC **never** asks you to pay to file a claim or get a refund. Don't pay anyone who promises you an FTC refund in exchange for a fee. Only scammers say they can get you special access or a guaranteed refund.

If you were a NGL Pro customer who paid for unauthorized charges, click [Apply for a Refund](#) or visit nglrefund.com/submitclaim to submit a claim online. All claims will be reviewed before eligibility is determined.

The deadline to file is April 6, 2026.

You must be at least 18 to complete a claim form. If you are not yet 18, a parent or guardian must complete the claim form for you.

About the Settlement

NGL Labs and its co-founders agreed to pay \$4.5 million to settle charges by the FTC and the Los Angeles District Attorney's Office. The agencies charged NGL and its co-founders with sending fake messages that appeared to come from real people and tricked users into signing up for paid subscriptions by falsely claiming that doing so would reveal the identity of the senders of messages. But that wasn't true, according to the federal court Complaint.

The Complaint also alleged that many users who paid for NGL Pro thought they were paying a one-time charge, but the company charged a recurring, weekly fee of up to \$9.99 without users' knowledge and consent. NGL often ignored users' requests for refunds, according to the Complaint.

Who is eligible to apply for a refund?

You may apply for a refund if **all** of these statements are true:

- You paid for NGL Pro between January 2022 and July 2024
- You experienced unauthorized charges.

You must be at least 18 to complete a claim form. If you are not yet 18, a parent or guardian must complete the claim form for you.

All claims will be reviewed before eligibility is determined.

How do I apply for a refund?

Apply online now at nglrefund.com/submitclaim.

Submitting a claim form is not a guarantee of eligibility. All claims will be reviewed before eligibility is determined.

Remember, the FTC never asks you to pay to file a claim or get a refund. Don't pay anyone who promises you an FTC refund in exchange for a fee.

What is the deadline to apply for a refund?

You must file a claim by **April 6, 2026**.

I am under the age of 18. Can I apply for a refund?

You must be at least 18 to complete a claim form. If you are not yet 18, please ask a parent or guardian to complete the claim form for you.

How much will my payment be?

If your claim is approved, your payment amount will depend on several factors, including how many people file claims.

When will I get my payment?

We expect to mail payments in 2026. We don't have a mailing date yet for payments. We will update this page when we have more information.

Where can I get more information?

For more information or help with your claim, call the administrator at 1-800-351-7161 or email info@NGLRefund.com.

Consumer Information

- [Blog: Anonymous messaging app NGL barred from marketing to kids, must refund un...](#)
- [Getting In and Out of Free Trials, Auto-Renewals, and Negative Option Subscript...](#)

Related News

- [FTC Announces Refund Claims Process for NGL Users Affected by Deceptive Tactics and Unauthorized Charges](#)
- [FTC Order Will Ban NGL Labs and its Founders from Offering Anonymous Messaging Apps to Kids Under 18 and Halt Deceptive Claims Around AI Content Moderation](#)