RETURN POLICY

We do not issue refunds for purchased numbers once the sms is received and the activation is completed. Also, if you did not receive an SMS message within the set time, then the money for the phone will be returned automatically after the activation is canceled. We recommend contacting us for assistance if you experience any issues receiving or using our services. If you have any questions about our Returns and Refunds Policy, please contact our Support.

We honor requests for the refund on the following reasons:

- non-receiving sms: due to some server issues of a service you might not receive an sms with a confirmation code from us. In this case we recommend contacting us for assistance. Claims for non- receiving must be submitted within 5 days from the number purchase date. Otherwise the product will be considered activated;

- invalid virtual number issues: it may happen so that you are having problems while using a number after receiving an sms. To get a refund, you have to submit evidence of an invalid number (e.g. providing screenshots with 2FA). Claims regarding such issues must be submitted within 5 days. If you do not properly contact us during this period, you agree that we may construe silence as a successful activation of the product with no further right of redress or refund for a “invalid virtual number issue” reason. 2FA-protected Telegram numbers can be refunded only if you send a proof of error recorded as a video. API-bought 2FA-protected Telegram numbers shall not be refunded.;

- major defects: although all the products are thoroughly tested before release, unexpected errors may occur. You should contact us for such issues. We keep the right to rectify the error or defect within 5 days. If any deficiency is approved and we fail to correct it within 5 days from the date of the initial complaint letter or any other notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements. OR, at customer’s choice, replacement of the product of the same or around the same value can be offered; Please be advised that temporary access to your webhost/server can be requested by our technicians in order to identify and fix the possible issues with our products. Failure to provide such access in a timely manner may result in a delayed resolution of the issue. Refusal to provide access to your server will result in your inability to qualify for a refund.

We are not responsible for incorrect use of API functions or for other software bugs, that the user makes upon using the API functions incorrectly. Refund for software bugs is not stipulated.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/ exchange requests based on incompatibility of our products with some third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions etc). We don’t guarantee that our products are fully compatible with any third-party programs (including web host) and we do not provide support for third-party applications.

Requests for a refund are accepted at our Support within the period of 5 days after the order is placed. You should accompany this request with detailed and grounded reasons why you apply for a refund. Please make sure your request does not contradict our Terms and Conditions.