

Refund Policy

1. General Provisions

This Refund Policy forms an integral part of the Terms of Use (“Terms”) and applies to all services provided by the Service Provider to the Client.

By using the Service Provider’s website, ordering services, or making payment, the Client agrees to this Refund Policy.

2. Refund Eligibility

2.1 Unused Advertising Budget

If the advertising budget paid by the Client has not been used at all for the agreed advertising campaign, the Client is entitled to request:

- a full refund of the advertising budget, and
- a refund of the corresponding Service Provider’s fee related to that unused budget.

2.2 Partially Used Advertising Budget

If the advertising budget paid by the Client has been partially used, the Client is entitled to request:

- a refund of the unused portion of the advertising budget only.

In such cases, the Service Provider’s fee is non-refundable.

3. Non-Refundable Cases

No refunds shall be provided for:

- any portion of the advertising budget that has already been spent,
- Service Provider’s fees in cases where the advertising campaign has been partially or fully executed,
- campaigns terminated due to the Client’s breach of the Terms or provision of unlawful or non-compliant materials,
- any advertising budget that has been frozen, blocked, withheld, or otherwise restricted by a website, social network, or any third-party platform where the advertising campaign was placed or intended to be placed.

In such cases, the Client shall not be entitled to any refund of the affected advertising budget or the Service Provider’s fee.

4. Refund Request Procedure

All refund requests must be submitted by the Client through email or messenger communication used between the parties. The request must include sufficient details to identify the relevant campaign and payment.

The Service Provider may request additional information reasonably necessary to process the refund.

5. Review and Decision Timeline

The Service Provider shall review the Client's refund request within **10 (ten) calendar days** from the date of its receipt and make a decision regarding the approval or rejection of the refund.

6. Refund Processing

If the refund request is approved, the refund shall be executed within **10 (ten) calendar days** from the date the decision is made by the Service Provider.

Approved refunds shall be processed using the same payment method originally agreed between the parties, unless otherwise agreed via email or messenger communication.

Where payment was made in cryptocurrency, refunds shall be made in the same cryptocurrency, unless otherwise agreed. The refunded amount may be subject to network fees, exchange rate fluctuations, or other transaction costs, which shall be borne by the Client unless otherwise agreed.

7. Final Provisions

The Service Provider reserves the right to review each refund request and determine eligibility in accordance with this Policy and the Terms.

This Refund Policy may be updated by the Service Provider in accordance with the Terms of Use.