

SimWave Virtual Number Service Refund Policy

At SimWave, we strive to provide the best virtual number services to meet your communication needs.

However, we understand that there may be instances where you might require a refund. Below are the terms and conditions governing refunds for our services.

1. Eligibility for Refunds

Refunds are only applicable under the following conditions:

- The purchased virtual number service is non-functional or defective due to a technical issue from our side.
- The user has not made use of the virtual number service or related features within 7 days of the purchase.
- Mistaken or accidental transactions that were reported within 24 hours of the payment.

Refunds are NOT applicable if:

- The virtual number has been used for any purpose (call, text, etc.).
- You have violated any terms of service, such as illegal use of the number.
- You failed to configure or use the number correctly due to reasons not related to SimWave.
- The virtual number has expired or reached its end of service term.

2. Refund Request Procedure

To request a refund, you must:

- Submit a formal request through our Support Page/Contact Form.
- Provide a detailed explanation of why you believe you are eligible for a refund.

- Submit the request within 7 days of the purchase date.

3. Processing of Refunds

Once your refund request is received, we will review the details and respond within 5 business days. If approved, the refund will be processed within 7-10 business days, depending on your payment method. Refunds will be issued in the same method as the original payment.

4. Non-Refundable Items

The following items are non-refundable:

- Subscription fees for periods that have already been used.
- Additional services such as number forwarding, custom features, or add-ons.

5. Chargebacks

If we detect fraudulent chargeback activity on any payment method used on our platform, your account may be permanently disabled, and further actions may be taken.

6. Policy Changes

SimWave reserves the right to amend this refund policy at any time without prior notice. Please refer to this page regularly for updates.

If you have any further questions, feel free to contact us at support@simwave.online.