Refunds

CUSTOMER REFUND PROCESSING TIME

Payment Refunds

No matter the payment method you utilized, we promptly initiate refund transactions with your bank. The time it takes for the refund to appear in your customer's bank account typically ranges from 5 to 10 business days, contingent upon the bank's processing time.

Additional Information

In specific cases, the refund process may involve a reversal, resulting in the complete removal of the original payment from your account statement. As a result, your balance will be adjusted as if the charge never occurred.

If you haven't observed the refund on your bank statement after ten business days and the initial charge remains visible, we recommend getting in touch with your bank for further clarification.

For any additional challenges or inquiries related to the refund process, please don't hesitate to reach out to our Support team. We are here to assist you in resolving any issues promptly.