

Refund Policy

Effective Date: 9/23/2025

1. Number Activation & Validity

- Each purchased user remains active for 15-20 minutes.
- If you do not use the number within this time, the system will automatically cancel it and the amount will be automatically refunded to your website account balance (wallet).

2. Refund Eligibility

- If a number expires and has not been used, your payment will be automatically refunded to your wallet.
- If the number has already been used (e.g., an SMS was successfully received), a refund will not be possible.

3. Non-Refundable Cases

- If the number is received and successfully used.
- If a refund request is made after validity period has expired.

4. Refund Processing

- Refunds will be credited to the user's website account balance (wallet), not to the original payment method.
- The refund amount can be used for future purchases on the website.
- Refund processing is automatic and usually takes a few minutes.
- If you believe your refund has not been processed, please contact our support team.

Email: support@sms-host.com