

## Refund Policy

Since Smspva.com is offering virtual numbers we do not issue refunds once the purchase is made and the number has been activated successfully. As a customer you are responsible for understanding this upon purchasing any item on our site.

To comply with Anti-Money Laundering (AML) regulations, all refunds for payments made via credit/debit cards will be processed **strictly back to the original payment method** (the same card used for the transaction). We do not process refunds to third-party accounts, alternative payment methods, or other bank cards.

However, we realize that exceptional circumstances can take place with regard to the specification of the product we supply.

Therefore, we DO 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 nonreceiving must be submitted within 7 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 video proof with 2FA). Claims regarding such issues must be submitted within 7 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.

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 72 hours. If any deficiency is approved and we fail to correct it within 72 hours 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.

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) other than those which are specified as compatible in a description available on the sales page of each product. 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.

Users are encouraged to contact our support team via the ticket system to resolve any issues before initiating a dispute with their bank. Please note that initiating a chargeback without prior communication with our support team is considered a violation of our Terms of Service and may result in permanent account suspension and reporting to the payment provider's fraud monitoring systems.

Requests for a refund are accepted at [contact@smspva.com](mailto:contact@smspva.com) within the period of 1 week 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.