

EXEEDME REFUND POLICY

Last updated on July 9, 2023

1. General Information

All deposits made on the Exeedme platform are potentially subject to a refund request. However, not all requests for refunds will be granted. The decision will be made according to the specific rules and terms set in this policy.

2. Eligibility for Refund

To be eligible for a refund, the following conditions must be met:

2.1 The deposit was made no more than 14 days prior to the refund request. We will not issue refunds for any deposits that are older than 14 days.

2.2 The funds deposited have not been used on our platform, withdrawn, or spent on items in our marketplace.

3. Non-refundable Items

Certain transactions are non-refundable. These include, but are not limited to:

3.1 Premium subscriptions once they've been activated.

3.2 Funds used to purchase items on our marketplace.

3.3 Any funds that have been withdrawn from the platform.

4. Refund Process

If you believe your deposit is eligible for a refund based on the criteria outlined above, you may submit a refund request through our customer support portal. Please include all necessary details, such as your account information, transaction ID, reason for the refund, etc.

Once we receive your request, our team will review it and get back to you within 5-7 business days.

5. Refund Methods

Refunds will be issued in the original form of payment. If you deposited funds using multiple payment methods, the refund will be issued to each method proportionally.

6. Changes to the Refund Policy

We reserve the right to change this refund policy at any time. Any changes will be posted on this page, so please review it periodically. Your continued use of the Exeedme platform after the policy change has been implemented will constitute your acceptance of the changes.