

## **Refund Policy**

All refund requests are handled through [support@bot-removal.com](mailto:support@bot-removal.com). Users should not demand a refund straight from Payment systems or their bank before contacting our support team. We provide refunds in most cases when we receive the request from the Users.

However, we reserve the right to decline refund requests in the following cases:

1. When the complaint is based on the lack of features not stated by [bot-removal.com](https://bot-removal.com).
2. When [bot-removal.com](https://bot-removal.com) has been used successfully for more than 28 days after the subscription was charged.
3. When we receive information regarding a chargeback that was already active at the moment of the request.
4. In cases of not following the rule of requesting the refund straight from [bot-removal.com](https://bot-removal.com).

### **Refund Request Procedure**

1. Contact the support team and describe the problem via email [support@bot-removal.com](mailto:support@bot-removal.com).
2. Present screenshots and explain your problem.
3. Wait for the response of the support team, either with the solution to your problem or a clear reply that the problem could not be fixed, and a refund is available.
4. In case a refund is available – our support team will file the request to the financial department.
5. Receive your refund within 14 business days.
6. If the analysis is completed, and the user wishes to claim a refund, they will be eligible for 50% of the total paid amount, as we consider it as half of the job done to evade unfair use of the 14-day money-back guarantee.

**Refund Limitation:** Please note that we do not provide refunds after the cleaning process has been completed. **14-day money-back guarantee:** It is the user's right to request a refund during the initial 14 days after the payment, in accordance with our commitment to ensuring customer satisfaction.