

## Refund Policy

Our platform offers a contact search service in the database. You will only be charged if the requested contact is found. If the contact is not present in our database, no charge will be made.

All transactions are processed automatically based on the search result:

Contact found – Payment is made when the results are displayed.

Contact not found – No amount is reserved or charged.

## Refund conditions

Refund of the amount charged is only possible in the following cases:

Technical error in processing the payment that caused a double charge.

Charge due to a system error, despite the contact not being found.

Other demonstrable error by the platform that resulted in an incorrect payment.

## How to request a refund?

If you believe you are entitled to a refund, please contact our support via [contact form/email] within X days of the transaction. When requesting a refund, please provide:

Transaction details (date, time, amount)

Description of the problem

Evidence (if applicable)

## Processing times

Refund requests are processed within X business days. If approved, the amount will be returned to the same payment card or method used for the transaction.

For more information, please see our Service Use Policy or contact us.