

Refund Policy

At Snipper Link, customer satisfaction is our priority. If you encounter any issues or are unsatisfied with our services, we are here to assist. Below is our refund policy outlining the terms and conditions under which refunds may be granted.

1. Eligibility for Refunds

We offer refunds under the following conditions:

- **Technical Issues:** If you experience a service disruption or technical error attributable to Snipper Link that significantly affects your ability to use the platform.
- **Accidental Charges:** If you were charged incorrectly or for a plan you did not intend to purchase, and you notify us within 14 days of the charge.
- **Unused Service Period:** If you cancel a subscription within 7 days of upgrading and have not utilized the service (e.g., created or managed links or accessed premium features).

2. Non-Refundable Situations

Refunds will not be issued in the following cases:

- Change of mind after significant usage of the service.
- Cancellation requests made after the billing cycle has ended.
- Violation of our Terms of Service leading to account suspension or termination.

3. Refund Process

1. **Submit a Request:** Contact us through support@snipper.link within 14 days of the issue. Provide your account details and a clear explanation of the reason for the refund request.
2. **Review and Resolution:** Our support team will review your request within 5 business days and determine eligibility. Additional information may be requested.
3. **Refund Method:** Approved refunds will be issued to the original payment method within 7–14 business days, depending on your payment provider's processing time.

4. Cancellation Policy

You can cancel your subscription anytime through your account settings. Upon cancellation:

- Your subscription will remain active until the end of the current billing period.
- No further charges will occur after cancellation.

5. Contact Us

For any questions or concerns regarding our refund policy, please reach out to our support team:

Email: support@snipper.link