

PVAPins.com Return Policy

We thank you for your choice PVAPins.com.

We will **not** offer refunds on telephone numbers after the SMS has been sent and the activation process has been complete.

If you did **not** receive an SMS within the time frame you have set and you pay for the account is automatically reimbursed when the activation has been cancelled.

We suggest contacting our support department immediately should you encounter any difficulties the use of our service or receiving it.

Refund Requests We Honor

- **Non-receipt of SMS:**

In some cases because of problems with the server or service there may be a delay in receiving the confirmation SMS. Contact support as soon as you notice a problem. For claims that are not received, they need to be made within **five days** of purchase. Otherwise the item is considered to be inactive and not refundable.

- **Invalid Virtual Number Issues:**

If you experience issues with the number you received after receiving an SMS, you can claim a refund by supplying sufficient proof (e.g. images or screen shots proving your issue, such as a failure of 2FA). The claim must be filed within **five days** after purchasing. In the event that we fail to respond within this time frame will be deemed an acceptance of the product as being valid.

- **Major Defects:**

While our figures are rigorously checked prior to release, unanticipated error could happen. Make contact with support in order to address such difficulties. We'll attempt to solve the issue within **five days**. If we do not resolve the issue within this period You can choose to receive a full reimbursement or a replacement that is of the same value.

Note: We may require access for a short period to your system or environment for the purpose of diagnosing the problem. In the event that you do not provide access in a timely manner, it can delay resolution, and could alter the eligibility of refunds.

What We Do NOT Refund

- Problems due to incorrect usage or misuse of the API or by user error.
- Issues with compatibility issues with third-party software (plugins and add-ons and add-ons.). We cannot warrant compatibility with third party services or provide assistance with them.

How to Submit a Refund Request

Requests for refunds must be made to our support department within **five days** after placing the order. You must provide the specific reason for your request and any evidence that supports the request.

Make sure that your request doesn't conflict with our Terms and Conditions.