

# Refund Policy

**We strive hard to bring you the best experience in the business; nonetheless, if you are unsatisfied with the purchase, we offer you a 15 -day Money Back Guarantee.**

**The 15-Day Money Back Guarantee applies if:**

1. You have purchased a subscription with PlugtoChat for the first time,
2. you have purchased the subscription within the last 15 days,
3. you are not satisfied with our Messaging, Audio/Video call services
4. you are not satisfied with our Messaging, calls, and support for your account,
5. you personally, and your company has not used the 15 Days Money Back Guarantee earlier.

Please note that any purchases made outside of the 15-Day Money Back Guarantee period are not eligible for refunds.

If you are not content with your subscription, you may cancel it at any time you wish. Please feel free to contact us [support@plugtochat.com](mailto:support@plugtochat.com) for any questions.

If you have a refund request, please fill out the Contact form or send a mail to [support@plugtochat.com](mailto:support@plugtochat.com) . We will review your request and get back to you via email.