

## PVAPins.com Refund Policy

PVAPins.com provides intangible goods and services related to temporary and virtual phone numbers for SMS verification. Due to the nature of our services, we do **not** issue refunds directly to payment gateways or bank accounts. Approved refunds will be credited to your PVAPins.com account balance for use on future orders only.

### Refund Eligibility

Refund requests are considered only under the following circumstances:

- **Order Processing Delays:**  
If PVAPins.com does **not** start your order or campaign within 24 to 48 hours after purchase, you may be eligible for a refund.
- **Order Fulfillment Failure:**  
If PVAPins.com is unable to complete your order within the promised campaign period, you may request a refund.
- **Non-Receipt of SMS:**  
If you do not receive the SMS verification code due to server or service issues, please contact us immediately. Claims must be submitted within **48 hours** of purchase.
- **Invalid Virtual Number Issues:**  
If you experience problems using the rented number after receiving an SMS, you may request a refund by providing valid evidence (e.g., screenshots of 2FA failures). Requests must be submitted within **48 hours** of purchase.
- **Timely Refund Requests:**  
All refund requests must be submitted within **48 hours** after placing the order.

### Refund Exclusions

Refunds will **not** be provided in the following cases:

- After an SMS verification code has been received and the activation is completed.
- For incorrect use of API functions or user errors.
- For incompatibility with third-party software, plugins, add-ons, or services.

## How to Request a Refund

To request a refund or for any related inquiries, please contact our support team via:

- **Email:** [info@pvapins.com](mailto:info@pvapins.com)
- **WhatsApp:** +1 (201) 378-6813
- **Support Tickets:** <https://www.pvapins.com>
- **Skype:** live:pvapins

Please provide the following information when submitting your request:

- Order details (order ID, date, etc.)
- Detailed description of the issue
- Supporting evidence (screenshots, if applicable)

## Important Notes

- Refund credits will be applied to your PVAPins.com account balance only and cannot be withdrawn or transferred externally.
- Refund approval is at the sole discretion of PVAPins.com and subject to these terms.
- PVAPins.com reserves the right to refuse refund requests that do not meet policy criteria.
- We are not liable for delays or failures caused by external factors such as third-party services or network issues.

Thank you for choosing PVAPins.com. We are dedicated to delivering reliable services and responsive support.