Refund Policy

All refund requests are handled through support@spamguardapp.com. Users should not demand a refund straight from Payment systems or their bank before contacting our support team.

We provide refunds in most cases when we get the request from the Users.

However, we reserve the right to decline refund requests in the following cases:

1. When the complaint is based on the lack of the features, we never stated spamguardapp.com provides.
2. When the spamguardapp.com had been used successfully for more than 28 days after the subscription was charged.
3. When we receive the information regarding the charge back, that was already active at the moment of the request.
4. In cases of not following the rule of requesting the refund straight from spamguardapp.com.

Refund Request Procedure

1. Contact the support team and describe the problem via email support@spamguardapp.com.

2. Present screenshots and explain your problem.

3. Wait for the response of the support team, either with the solution of your problem or a clear reply that the problem could not be fixed and a refund is available.

4. In case a refund is available – our support team will file the request to the financial department.

5. Receive your refund within 14 business days.