

# FansAdda Payment Cancellation and Refund Policy

## 1. Introduction

At FansAdda, we strive to provide a seamless experience for both fans and celebrities. We understand that circumstances may arise where cancellation or refund requests are necessary. This policy outlines the terms and conditions related to payment cancellation and refund requests for video wish orders placed through the FansAdda platform.

## 2. Cancellation Policy

### **Cancellation by Fan (Before Acceptance by Celebrity):**

- If a fan decides to cancel a wish request before the celebrity has accepted it, a full refund will be issued. No charges will be incurred by the fan in this case.
- The refund will be processed within 5-7 business days, depending on the payment provider's processing times.

### **Cancellation by Fan (After Acceptance by Celebrity):**

- Once a celebrity has accepted a wish request, cancellations are no longer permitted by the fan. In this scenario, the payment becomes non-refundable, as the celebrity may have already allocated time for the request.
- Fans are encouraged to review their request details carefully before finalizing it to avoid unnecessary cancellations.

### **Cancellation by Celebrity:**

- If a celebrity needs to cancel a previously accepted wish request due to unforeseen circumstances, the fan will receive a full refund.
- The refund will be processed within 5-7 business days, and the fan will be notified promptly regarding the cancellation.

## 3. Refund Policy

### **Eligibility for Refunds:**

- Refunds are only applicable in cases where a cancellation occurs before the celebrity has accepted the request or if the celebrity initiates the cancellation.
- Once a video wish has been delivered and uploaded to the fan's account, the request is considered complete, and no refunds will be issued.

### **Failed or Incomplete Video Deliveries:**

- If a technical error or any issue from the celebrity's end results in an incomplete or undeliverable video, the fan is eligible for a full refund.

- Fans must report issues with video delivery within 48 hours of the delivery notification to be eligible for refunds.

#### **Quality Concerns and Rejections:**

- FansAdda strives to ensure the best quality of video wishes. If a fan believes the video quality is unsatisfactory or does not meet the initial request's details, they can contact FansAdda support.
- FansAdda will review each case individually, and refunds will be issued only if the video quality or content significantly deviates from the platform's standards.

#### **4. Refund Process**

- Refunds will be processed to the original payment method used by the fan at the time of the transaction.
- FansAdda processes all eligible refunds within 5-7 business days. However, the timing for the funds to appear in the fan's account may vary based on the bank or payment provider.

#### **5. Disputes and Customer Support**

- Fans are encouraged to reach out to FansAdda support for any concerns related to cancellations, refunds, or quality issues. We are committed to resolving issues promptly and ensuring customer satisfaction.
- Fans can contact FansAdda support at [support@fansadda.live](mailto:support@fansadda.live) or call +919701930011 for assistance.

#### **6. Policy Changes**

- FansAdda reserves the right to modify this Payment Cancellation and Refund Policy at any time. Changes will be updated on the website, and it is the responsibility of users to review the policy periodically for any updates.

#### **Contact Information:**

For questions or concerns regarding this policy, please contact us at:

**Email:** [support@fansadda.live](mailto:support@fansadda.live)

**Phone:** +919701930011