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You can ask us to refund any unused credits within 7 days of buying those credits. However, we do not refund branding charges, licenses, monthly administration charges, and any other charges that you pay to us.

When you ask us to pay back credits we will -

- first deduct our charges for any messages sent;
- pay you the amount on the scale that corresponds with the equivalent to the amount of message units sent;
- keep 10% of the amount we refund you as an administration charge; and
- keep any costs we incur to refund you (eg bank costs).

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