

Refund Policy

Code: REFUND_POLICY

Version:

Article 1 — How to Apply

Submit refund requests in the refund center with order details, reasons, and supporting evidence.

Article 2 — Used Services

Digital services already delivered (credits, featured promotion, translation, review) may be refunded proportionally minus lawful fees.

Article 3 — Original Payment Method

Refunds generally return to the original payment method; alternative payouts require identity and account verification.

Article 4 — Referral Reversal

If a qualifying payment is reversed below NT\$36,000 net credited, referral discount points may be reversed per campaign rules.

Article 5 — Non-Refundable Items

Used discount points, completed promotion periods, settled tips, or defect-free completed services are evaluated case by case.

Effective date: 2026-07-24