

Refund Policy

We provide a 7(seven)-day money-back guarantee for all purchases. If you are unsatisfied with the Services for any reason, you may request a full refund within 7 (seven) days of your initial transaction. To initiate a refund, please contact our support team at support@imate.com and provide detailed description of the unexpected behavior of the Service, irrelevant responses or other signs of Service performing in inadequate manner.

For subscription-based services and credit packages:

- Refunds will be issued to the original payment method used at the time of purchase.
- Any unused service credits will be voided upon the issuance of a refund.
- Depending on your payment provider, refund processing may take between 5 (five) to 10 (ten) business days.

You may cancel your subscription at any time via your account settings or by contacting our support team. Upon cancellation:

- You will retain access to any unused credits until they expire or are consumed.
- No further charges will be applied to your payment method.
- We do not provide prorated or partial refunds for unused time within the current billing cycle.

We reserve the right to reject refund requests that are suspected to be fraudulent, abusive, or submitted outside of the stated 7(seven)-day refund window.