

DFY Reels Refund Policy

Effective Date: 08/18/2025

1. Subscription Charges

All subscriptions are billed **immediately at the time of purchase**.

2. Refund Eligibility

Customers are entitled to request a **full refund within 7 days** of their initial subscription purchase.

To receive a refund, you must also cancel your subscription within this 7-day grace period.

3. After the 7-Day Grace Period

No refunds will be issued after the 7-day grace period has passed.

Exceptions will only be made if a refund request is due to **verified technical issues or service errors on DFY Reels' part**.

4. Subscription Cancellations

You may cancel your subscription at any time.

Cancellations will prevent future charges, but **no refunds will be issued for partial billing periods** unless they fall within the 7-day grace period.

5. Non-Refundable Cases

We do not provide refunds for:

- Failure to cancel the subscription before the billing cycle ends.
 - Dissatisfaction after the 7-day grace period, unless caused by verified technical issues on our part.
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5. How to Request a Refund

If you believe you are eligible for a refund, please contact our support team at cassie@dfy-reels.com with the following information:

- Your account details (name & email used to sign up).
 - A description of the issue or error that prevented you from using the service.
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6. Resolution Time

Refund requests will be reviewed and processed within 3–5 business days of receiving all required information.
