**Refund Policy**

At **SWAPON MULTIMEDIA** we strive to provide the best internet service to all our customers. However, we understand that there may be circumstances where a refund is required. Please read our refund policy carefully:

**1. Eligibility for Refunds**

* Refunds are applicable only for payments made via SSLCommerz.
* Refund requests must be submitted within **7 days** of the payment date.
* Refunds will be considered in the following cases:
	+ Service not activated after payment.
	+ Duplicate transactions.
	+ Overcharging due to technical issues.

**2. Non-Refundable**

The following are non-refundable:

* Payments made for one-time installation fees, equipment purchases, or setup charges.
* Partially used service periods.
* Payments made under promotional offers or discounts.

**3. Process for Refund**

* To request a refund, please contact our support team at info@smmedia.live / +8809639197767 with your transaction details.
* Upon verification, refunds will be processed within **7-10 business days**.
* Refunds will be credited back to the original payment method (bank account, card, MFS, etc.) used during the transaction.

**4. Disputed Transactions**

* If you believe a transaction was unauthorized or fraudulent, please contact us immediately. We will investigate and resolve the issue promptly.

**5. Service Cancellation**

* If you wish to cancel your service, please notify us in advance. Cancellation requests must be made at least **5 days** before the next billing cycle to avoid being charged for the subsequent period.

**6. Contact Us**

If you have any questions or concerns regarding our refund policy, please contact our customer service team at:

* **Phone**: 09639197767
* **Email**: info@smmedia.live