

Refund Policy

1. The COMPANY shall refund the CLIENT's payment for the PROVIDER's products and/or services if the eSIM cannot be activated due to a technical issue on the PROVIDER's side.
2. The COMPANY does not compensate the CLIENT for losses due to theft or loss of the eSIM, nor does it transfer the remaining balance to other subscriber numbers, including Popcorn Mobile numbers.
3. The CLIENT's payment for the PROVIDER's products and/or services may be refunded if the CLIENT is unable to use them due to a defect in the PROVIDER's products. The CLIENT's refund request will be reviewed within 72 hours of contacting technical support via email: support@popcorn.tel. The COMPANY will decide on the refund after confirming that the CLIENT's inability to use the products and/or services is due to reasons beyond the CLIENT's control and attributable to the PROVIDER. The following are not considered defects: the absence of necessary features on the CLIENT's device (including lack of eSIM support), inability to configure the device, or defects in the CLIENT's device or network.
4. If a refund is approved, the COMPANY will refund the CLIENT's payment for the PROVIDER's products and/or services, minus any fees (commission) specified in the "Return Policy" section of the Public Offer.
5. The CLIENT's refusal of the PROVIDER's products and/or services after placing and paying for an order on the COMPANY's official website but before using them (including eSIM activation) for reasons unrelated to defects, or the CLIENT's inability to use them for reasons not attributable to the PROVIDER or the COMPANY, does not qualify for a refund. No refund will be issued in such cases.
6. The CLIENT may report a defect in the PROVIDER's products and/or services within 14 (fourteen) calendar days from the date of placing and paying for the order on the COMPANY's official website. No refunds for unused funds or eSIM costs will be processed after this period. Refunds will be issued within 60 (sixty) calendar days from the COMPANY's decision to approve the refund.
7. Refunds will be issued to the same payment details used for the original transaction. In exceptional cases, the COMPANY may choose an alternative refund method.
8. When issuing a refund, the portion of the tariff plan or account balance representing the COMPANY's commission will not be refunded.

The COMPANY's commission for each payment (CLIENT's order) includes:

- Full cost of the eSIM profile: €3.00 (300 RUB if paid in Russian rubles);
- Fees retained by payment service providers/payment agents:
 - Stripe: 5.25% + €1 of the total payment;
 - PayOp: 8% + €5 of the total payment;
 - Betatransfer System: 13% + 600 RUB of the total payment;
 - Cardlink.link: 7% + 100 RUB of the total payment;
 - Cardlink.link (cryptocurrency payments): 5% + €5 of the total payment;

- CryptoCloud (cryptocurrency payments): 5% + €5 of the total payment.
- Fees charged by payment service providers/agents for refunds:
 - Stripe: €1;
 - Cardlink.link: 6% (minimum 100 RUB);
 - Cardlink.link (cryptocurrency refunds): \$5 (USDT) + network fee;
 - CryptoCloud (cryptocurrency refunds): \$5 (USDT) + network fee.

Due to decisions by major banks and card operators to suspend financial operations in Russia, refund requests are not accepted for:

1. Payments made before March 1, 2022;
2. Payments processed via PayOp or Betatransfer System;
3. RUB payments via Cardlink.link if the refund amount is less than 1,050 RUB (equivalent in EUR at current exchange rates);
4. Cryptocurrency payments via Cardlink.link if the refund amount is less than \$10 (USDT);
5. Cryptocurrency payments via CryptoCloud if the refund amount is less than \$10 (USDT);
6. eSIMs with no activity (no funds deducted) before June 1, 2024, or numbers rotated after the balance storage period (365 days).

Funds credited to the CLIENT as part of marketing or promotional campaigns are non-refundable.