

Dropfans.io Complaint Policy & Procedures

1.1. Introduction

This document outlines the formal complaint handling procedures for Dropfans.io. We are committed to maintaining a safe, compliant, and respectful environment for all users and creators. This policy applies to all aspects of the Platform, including user-generated content ("Drops"), subscriptions, and community interactions.

1.2. How to File a Complaint

Any user, copyright holder, or member of the public may submit a complaint regarding content, billing, or user conduct via the following official channels:

Online Reporting Form: Available on every content page and creator profile via the "Report" button. Or via our direct Support Email: support@dropfans.io

Required Information: To expedite investigation, complaints should include the URL of the content, a description of the issue, and (if applicable) proof of identity or ownership.

1.3. Complaint Handling Timeline

We strictly adhere to the following resolution timeline in compliance with Card Brand regulations:

Acknowledgement: All complaints are acknowledged within 24 hours of receipt.

Investigation: A dedicated compliance officer will review the report.

Resolution: We will provide a final decision and take necessary action within seven (7) business days.

1.4. Illegal & Non-Consensual Content

Dropfans.io enforces a strict Zero-Tolerance Policy regarding illegal content, including but not limited to Child Sexual Abuse Material (CSAM), non-consensual sexual content, human trafficking, and violence.

Procedure for High-Risk Reports:

Upon receipt of a credible report regarding illegal or non-consensual content, the content is immediately removed from public view pending investigation.

Verification: We utilize Sumsb identity records and Lasso Moderation logs to verify the consent and age of all depicted individuals (18 U.S.C. § 2257 compliance).

Reporting: Confirmed illegal content is permanently deleted and reported to the relevant authorities, including the National Center for Missing & Exploited Children (NCMEC) CyberTipline and/or INHOPE, as required by law.

Ban: The offending account is immediately terminated and banned from the Platform.

1.5. Content Removal & Appeals

We provide a clear pathway for any person depicted in content to request its removal.

Right to Removal: If you are depicted in content on Dropfans.io and wish for it to be removed (even if you previously consented), please contact us immediately and we will investigate your case further.

Dispute Resolution: If the content provider disputes the removal request (claiming a valid model release exists), we will review the signed release forms and identification on file.

Neutral Arbitration: In the event of a dispute regarding consent that cannot be resolved internally, Dropfans.io agrees to submit the matter to a neutral third-party arbitration association to determine the validity of the removal request. The cost of such arbitration will be borne by Dropfans.io (who may seek reimbursement from the content provider).

1.6. Billing & Refund Complaints

Unauthorized Charges: We take reports of fraud seriously. Users may contact our support team directly to resolve unrecognized charges.

Refund Policy: Refunds for "Drop" unlocks or subscriptions are handled on a case-by-case basis in accordance with our Terms of Service. Valid billing disputes are resolved within 48 hours. Note that Digital Content is deemed as "consumed" upon being unlocked.

1.7. Record Keeping

In accordance with 18 U.S.C. § 2257 and banking compliance standards, Dropfans.io maintains records of all complaints, investigations, and outcomes for a period of at least two (2) years.