

Dropfans.io – Return & Refund Policy

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1. General Principle: All Sales Final Due to the nature of digital media, all sales on Dropfans.io are considered **final and non-refundable**.

- **Immediate Consumption:** By clicking "Unlock," "Purchase," or "Subscribe," you acknowledge that you are gaining immediate access to digital content. You expressly acknowledge that the content is deemed "consumed" the moment access is granted, thereby waiving any standard "cooling-off" period or right of withdrawal (including under EU Consumer Rights Directive 2011/83/EU).

2. Refund Exceptions (Case-by-Case) While we maintain a strict "No Refund" policy, we acknowledge that errors can occur. Dropfans.io may, at its sole discretion, issue a refund under the following specific circumstances:

- **Content Mismatch:** The unlocked content differs significantly from the description, thumbnail, or preview provided by the Creator (e.g., a video labeled "4K" is essentially unwatchable low quality, or the content does not contain the described performers).
- **Technical Faults:** The file is corrupted, fails to load, or is technically defective, and our support team is unable to resolve the issue within 24 hours.
- **Non-Delivery:** The user was charged, but the "Drop" failed to unlock due to a platform error.
- **Duplicate Charges:** The user was accidentally billed multiple times for the exact same transaction due to a technical glitch or double-click.
- **Unidentifiable Content:** The content is heavily blurred, obscured, or corrupted to the point where the depicted action is unrecognizable (unless this aesthetic was clearly described).

3. Non-Qualifying Reasons For clarity, refunds will **NOT** be issued for:

- **Subscriptions:** Subscriptions grant immediate access to a Creator's content library. Because this library is immediately consumable upon payment, no refunds will be issued for subscription fees, regardless of whether the user actually viewed any specific content or "forgot" to use the service.
- **Forgotten Auto-Renewals:** Recurring subscriptions that were processed because the user failed to cancel before the billing date. Access to the Creator's content library is maintained immediately upon renewal, which constitutes "consumption" regardless of whether the user actively viewed content during that period.
- **Change of Mind:** Deciding you do not like the content after watching it.
- **Accidental Purchase:** Unless reported immediately (before significant consumption).
- **Creator Inactivity:** For one-off "Drop" purchases. (Subscription refunds for inactive creators are handled separately).

4. How to Request a Refund To request a refund, users must contact our support team within **48 hours** of the transaction.

- **Email:** support@dropfans.io
- **Required Info:** Transaction ID, Date, and a brief description of the issue (e.g., "Video file is corrupt"). And proof if applicable to support their case.

5. Processing Timeline

- **Review:** All requests are reviewed by our support team within 24 hours.
- **Approval:** If approved, the refund will be processed immediately and funds will return to the original payment method within **5-10 business days** (depending on the card issuer).

6. Chargebacks vs. Refunds We strongly encourage users to contact Support regarding any billing issues.

- **Warning:** Initiating a payment dispute or "Chargeback" with your bank instead of requesting a refund is a violation of our Terms.
- **Consequence:** Any account found to have filed a fraudulent or premature chargeback will be **permanently banned**, and user details may be added to industry blacklists.