

# PropertyAdsJa.com Refund Policy

Last updated: March 1 2026

## 1. Overview

This Refund Policy describes how refunds are handled for purchases made through our website.

All payments are processed by our online reseller **Paddle.com**, which acts as the **Merchant of Record** for all transactions. Paddle manages payment processing, tax handling, billing, and refund operations for purchases made through our checkout.

When you purchase a product or subscription from us, you are purchasing it from Paddle, who then grants you access to our product or service.

## 2. Refund Eligibility

You may request a refund within **14 days of the original purchase date** for one-time purchases or within **14 days of a subscription renewal charge**, where applicable.

Refunds may be considered in circumstances including:

- Accidental purchases
- Duplicate transactions
- Technical issues that prevent normal use of the product
- Purchases made in error
- Other situations where a refund is deemed appropriate

Refund requests are reviewed **on a case-by-case basis and may be approved or declined at Paddle's discretion**, in accordance with Paddle's Buyer Terms and applicable consumer protection laws.

## 3. Subscription Cancellations

If you have purchased a subscription:

- You may cancel your subscription at any time before the next billing cycle.
- Cancellation prevents future billing but **does not automatically trigger a refund** for the current billing period.
- Access to the service will continue until the end of the current billing period unless a refund is granted.

## 4. How to Request a Refund

To request a refund, please use one of the following methods:

1. Use the Paddle support link in your purchase receipt email, or
2. Visit the Paddle customer support portal at <https://paddle.net> and search for your transaction.

You may also contact us at:

**Email:** [admin@propertyadsja.com]

Please include:

- The email used for the purchase
- The purchase date
- Your order or transaction ID
- A brief description of the issue

## 5. Refund Processing

If a refund is approved:

- The refund will be issued by Paddle to the **original payment method used for the purchase**.
- Processing times depend on your payment provider and bank, typically **3–10 business days** after approval.

In some cases, currency exchange rates, taxes, or payment processing rules may affect the final refunded amount.

## 6. Abuse and Fraud Prevention

Refund requests may be denied if there is evidence of:

- Fraudulent transactions
- Abuse of refund policies
- Repeated refund requests for the same product or service

## 7. Chargebacks

If you initiate a chargeback with your bank before contacting Paddle or our support team, the refund request may be declined and the dispute handled through the payment provider.

## 8. Contact

If you have questions about billing or refunds, contact us:

**Email:** [admin@propertyadsja.com]

For billing-related issues, Paddle customer support may also assist directly.