

Refund Policy

You may ask us to refund any unused balance over the value of \$5 US within **90 days** of making a money transfer. To do this, please contact us at refund@intistele.com; in the email kindly specify:

- the username,
- your name and phone number,
- the amount you would like to receive,
- the payment method used.

Please note that we will issue refunds in the same currency using an approved payment method. All bank commissions and other costs we may incur during the transfer will be deducted from the amount refunded.

If **more than 90 days** have passed since the last payment made to Intis Telecom, it is still possible to get your unused money back. In this case we will deduct 25% from the value of the refund as an administration charge.

NB We do not refund money in cases where your account has been blocked due to spam or illegal messaging.

If you have any questions about your refund, please email us at: admin@intistele.com