



OTPWALL
SECURE EVERY ACCESS

EFFECTIVE DATE: 01-09-2025

Refund Policy

At OTPWALL (<https://otpwall.online>), we value transparency and fairness in all refund operations. This Refund Policy outlines the conditions and procedures under which customers may request refunds. By using our services, you agree to the terms described below.

1. GENERAL PROVISIONS

1.1 This Refund Policy is an integral part of our **Terms and Conditions**.

1.2 Refunds are only considered in cases where the purchased service was not delivered as described or has failed to operate.

1.3 Customers are required to provide valid **proof of non-delivery or service failure** when submitting a refund request.

2. REFUND REQUEST PROCESS

2.1 Customers must submit a written request for a refund by contacting us at **support@otpwall.com**.

2.2 The request must clearly describe the issue and include proof such as screenshots, images, or other supporting material that shows:

- SMS was not received, or
- The number was cancelled by the system.
- 2.3 Requests without supporting evidence may be rejected.

3. PROCESSING TIMELINE

3.1 OTPWALL will review refund applications within 15 business days from the date of submission.

3.2 During this time, our team may request additional clarification or supporting information.

3.3 A decision will be communicated to the customer via email.

4. REFUND CONDITIONS

Refunds will be provided under the following conditions:

- **Full Refund**

- If the SMS is not delivered due to a technical issue on our side.
- If the number was cancelled by our system before usage.

- **No Refund**

- If the SMS validity period has expired because the customer did not use the service on time.
- If the service worked as intended but was not used by the customer for personal reasons.
- If proof of non-delivery (screenshot/image) is not provided.

5. REFUND METHOD & DEDUCTIONS

5.1 Refunds will be made to the original payment method specified in the customer's request.

5.2 If the chosen payment method is unavailable, OTPWALL may suggest an alternative refund method.

5.3 All refunds will be issued **minus transaction fees or bank charges** incurred during the original payment.

6. CONTACT INFORMATION

If you have any questions about this Refund Policy or wish to request a refund, please contact us:

- **Email:** support@otpwall.com
- **Website:** <https://otpwall.online>



A handwritten signature in blue ink, reading "Ahmed Shah", is written over a circular stamp. The stamp contains the text "OTPWALL" at the top and "2025" at the bottom, with a shield-like emblem in the center.