



OTPWALL
SECURE EVERY ACCESS

EFFECTIVE DATE: 01-09-2025

Return Policy

At OTPWALL (<https://otpwall.online>), we strive to deliver high-quality services and a transparent experience for all our customers. This Return & Refund Policy explains when and how refunds are processed. By using our services, you agree to the terms outlined below.

1. GENERAL PROVISIONS

- 1.1** This policy is part of our **Terms and Conditions**.
- 1.2** Refunds are only possible under specific circumstances, as described in this document.
- 1.3** Refunds are not issued once SMS has been successfully received and the activation process is complete.

2. AUTOMATIC REFUNDS

- 2.1** If an SMS message is not received within the allowed timeframe and the activation is automatically cancelled, the system will issue a refund for the purchased number automatically.
- 2.2** Customers do not need to manually submit a request in such cases.

3. REFUND REQUEST PROCESS

- 3.1** If you experience an issue with your purchased number, you must contact our support team at **support@otpwall.com**.
- 3.2** Your refund request must include:
 - Order details (transaction ID, purchase date, etc.),
 - Screenshots or images as proof showing that SMS was not received or the number was invalid,
 - For 2FA-protected services (e.g., Telegram), a video recording of the error may be required.
- 3.3** Claims for refund must be submitted within 15 days from the purchase date. Requests submitted after this period will not be eligible.

4. REFUND CONDITIONS

4.1 Eligible Refund Cases

- **Non-Receiving SMS:**
 - If SMS is not received due to server or system issues.
 - Proof is required (screenshot showing failed attempt).
- **Invalid Virtual Number:**
 - If the purchased number cannot be used after SMS receipt due to technical issues.
 - Screenshots or video evidence must be submitted within 15 days.
- **Major Defects in Service:**
 - If a technical defect occurs on our side, OTPWALL will attempt to fix the issue within 5 business days.
 - If the issue cannot be fixed, a full refund or replacement of similar value will be provided.

4.2 Non-Refundable Cases

- If the customer did not use the number within the allowed SMS timeframe and it expired.
- If SMS was successfully received and activation completed.
- If proof (screenshot, video, etc.) is not provided with the request.
- If the issue was caused by misuse of API functions, incorrect setup, or user error.
- If the problem is due to incompatibility with third-party apps, scripts, plugins, or extensions not supported by OTPWALL.
- For API-bought 2FA-protected Telegram numbers (these are strictly non-refundable).

5. REFUND METHOD & DEDUCTIONS

5.1 Refunds will be processed to the original payment method specified in the request.

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

5.3 All refunds will be issued **minus payment system and bank processing fees.**

6. CONTACT INFORMATION

For all refund and return requests, please contact us through email or whatsapp.

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



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