

REFUND POLICY

Last Updated: March 1, 2026

At MailerBit, provided by SOA INVEST SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ ("Company", "We", "Us"), we strive to provide a high-quality email delivery service. Because our Service includes a Free Trial period, we maintain a strict refund policy to ensure the stability of our infrastructure.

Our order process is conducted by our online reseller **Paddle.com**. Paddle.com is the Merchant of Record for all our orders.

1. 7-Day Free Trial

We offer a **7-day Free Trial** (limited to 20 messages) to allow you to evaluate MailerBit before committing to a paid subscription. We strongly encourage all users to utilize the Trial period to ensure the Service meets their technical requirements and business needs.

2. General Refund Policy

As a B2B SaaS platform, all payments made to MailerBit are generally **non-refundable**.

- **Subscription Renewals:** You may cancel your subscription at any time. The cancellation will take effect at the end of the current billing cycle. We do not offer prorated refunds for mid-month cancellations or unused credits.
- **EU Consumers:** While our service is intended for business use (B2B), if you are a consumer located in the European Union, you acknowledge that by starting a paid subscription and accessing our digital services, you expressly consent to the immediate performance of the contract and waive your 14-day right of withdrawal.

3. Policy Violations (Zero Tolerance)

As stated in our **Terms & Conditions**, MailerBit maintains a zero-tolerance policy toward Spam.

No refunds will be issued if your account is suspended or terminated due to a violation of our Anti-Spam Policy, Acceptable Use Policy (AUP), or if you exceed the bounce/complaint thresholds (Bounce Rate > 5%, Spam Complaint Rate > 0.1%).

4. Exceptions & Billing Errors

We may grant refunds at our sole discretion in the following limited circumstances:

- **Technical Failures:** If a verified technical error on our side prevented you from using the service for an extended period.
- **Billing Errors:** If you were accidentally double-billed due to a processing error.

5. How to Request a Refund

If you believe you are entitled to a refund based on the exceptions above, please contact us within **7 days** of the transaction:

- **Email:** support@mailbit.com
- **Information needed:** Your account email, transaction ID (from Paddle), and a detailed description of the issue.

All refund requests are handled by our team in coordination with Paddle. Approved refunds will be credited back to the original payment method.