

Refund Policy

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This Refund Policy sets out Proxnum's rules for refunds on account top-ups and virtual number purchases. It forms part of our Terms of Service at <https://proxnum.com/terms>.

1. Account top-up refunds (card and mobile money)

Credit card, debit card, and mobile money top-ups are refundable when you request a refund within two (2) days of the top-up, subject to the conditions below and Proxnum's discretion in section 4.

- Request refunds only by email to support@proxnum.com
- Include your Proxnum account email, transaction reference, date of top-up, amount, and reason
- After Proxnum approves the refund, we process it within three (3) business days
- Your bank or payment provider then takes a further five (5) to ten (10) days to credit your account

Any part of a top-up that you have already spent on virtual numbers or other Proxnum services is not refundable.

2. Cryptocurrency top-ups

Cryptocurrency top-ups are not refundable under any circumstances. Blockchain transfers are irreversible and Proxnum does not return crypto deposits.

3. Virtual number purchases

If a purchased virtual number does not receive an OTP / SMS within the stated waiting period (21 minutes), Proxnum automatically refunds the purchase price to your Proxnum account balance. You do not need to email support for that automatic refund.

Once an SMS or OTP is received on that number, the purchase is final and not refundable, whether or not you successfully complete verification on the destination platform.

Automatic number refunds are credited to your Proxnum balance for use on the platform. They are separate from card or mobile-money cash refunds for unused top-ups.

4. Proxnum's right to refuse a refund

Proxnum retains the right, at its sole discretion, to refuse, delay, or limit any refund request, including where:

- the request is outside the two-day top-up window
 - the funds were paid by cryptocurrency
 - an SMS or OTP was already received for the number
 - the top-up or purchase was already spent or partly spent
 - the request appears fraudulent, abusive, duplicated, or made in bad faith
 - sanctions, compliance, or payment-partner rules require us to decline
- A prior refund in a similar case does not create an obligation to refund again.

5. How to request a top-up refund

Send top-up refund requests only to support@proxnum.com. Requests through other channels are not processed.

Your email must include your Proxnum account email, transaction ID or payment reference, date and time of the top-up, payment method (card or mobile money), and a clear reason for the request.

6. Processing timeline

- Request window for card / mobile money top-ups: within 2 days of topping up
- Proxnum processing after approval: up to 3 business days
- Bank or payment-provider credit: 5 to 10 days after we process the refund
- Automatic number refunds (no OTP within 21 minutes): credited to your Proxnum balance automatically

Bank timing is controlled by your bank or payment provider, not by Proxnum.

7. Sanctioned jurisdictions

Payments from sanctioned or restricted jurisdictions are not accepted. You must not use Proxnum if you are located in, or accessing the service from, a sanctioned or restricted jurisdiction. Proxnum declines, reverses, or blocks payments and access that involve such jurisdictions.

8. Contact

Proxnum

Refund requests: support@proxnum.com

Website: <https://proxnum.com>