

Policies

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Refunds & Chargebacks

Summary

DAO.AD allows eligible users to request refunds under specific conditions. Refund requests are reviewed individually and processed according to the platform's refund policy. Chargebacks and payment disputes are subject to additional review.

Before You Begin

- Role: Advertiser
- Required information:
 - Transaction details
 - Refund reason
 - Destination wallet
- Estimated time: 2-3 minutes

Refund eligibility

You may request a refund if:

- Your account has met the minimum spending requirement.
- The requested funds are eligible for refund.
- The request complies with DAO.AD refund policy.

Important: The minimum spend required before requesting a refund is **50 USD**.

Non-refundable funds

The following funds cannot be refunded:

- Promotional bonuses
- Funds credited using promo codes

These funds may only be used for advertising within the DAO.AD platform.

How to request a refund

1. Create a support ticket.
2. Specify the reason for your refund request.
3. Provide the destination wallet for the refund.
4. Wait for the request to be reviewed.

Supported refund destinations include:

- USDT
- Capitalist
- Paxum
- Payoneer

Refund processing time

Approved refunds are typically processed within **7-14 business days**, depending on the selected payment system.

Processing time may vary based on the payment provider.

Chargebacks

If you experience a payment issue or believe that a transaction was processed incorrectly, contact DAO.AD Support before initiating a chargeback with your payment provider.

Unauthorized or unsupported chargebacks may delay account verification or require additional review.

Refund requests are reviewed individually and must comply with the DAO.AD refund policy.

Refund processing times depend on the selected payment provider.

Troubleshooting

Issue: My refund request was declined.

Solution: Verify that your account meets the refund requirements and that the requested funds are eligible for refund.

Issue: My refund has not arrived yet.

Solution: Refund processing may take up to 14 business days. If this period has passed, contact DAO.AD Support and provide your refund request details.

Related

- [Fund Your Account](#)
- [Invoices & Self-Billing](#)

- Currencies, Fees & Exchange Rates

Taxes & Documents

Summary

To ensure accurate billing and invoice generation, keep your tax and billing information up to date. DAO.AD uses the information provided in your account to generate billing documents and comply with applicable legal requirements.

Before You Begin

- Role: Advertiser or Webmaster
- Required information:
 - Legal name
 - Billing address
 - Company information (if applicable)
 - VAT number (if applicable)
- Estimated time: 2-3 minutes

Billing information

Before making payments or receiving payouts, make sure your billing profile contains accurate information.

Depending on your account type, this may include:

- Full name
- Company name
- Billing address
- Country of residence
- Company registration number
- Tax/VAT number

VAT information

If your company is registered for VAT, provide a valid VAT registration number.

If your VAT registration changes, update your billing profile immediately to ensure future invoices are generated correctly.

Keeping your information updated

You should update your account whenever any of the following changes:

- Company name
- Registered address
- VAT number
- Tax status
- Legal entity information

Keeping your information current helps prevent billing issues and incorrect invoices.

Legal Documents

DAO.AD generates billing documents based on the information stored in your account.

Make sure your legal and tax information is accurate before:

- Funding your account
- Receiving payouts
- Downloading invoices

Users are responsible for the accuracy of the tax and billing information provided in their DAO.AD account.

DAO.AD uses the submitted information when generating self-billing invoices and other billing documents.

Troubleshooting

Issue: My company information has changed.

Solution: Update your billing profile before your next payment or payout to ensure new invoices contain the correct information.

Issue: My invoice contains incorrect company details.

Solution: Review your billing information and contact DAO.AD Support if the invoice has already been issued with outdated or incorrect data.

Related

- [Fund Your Account](#)
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