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Payments

Payments

Fund Your Account

Summary

This guide explains how to add funds to your DAO.AD advertiser account using the available payment methods.

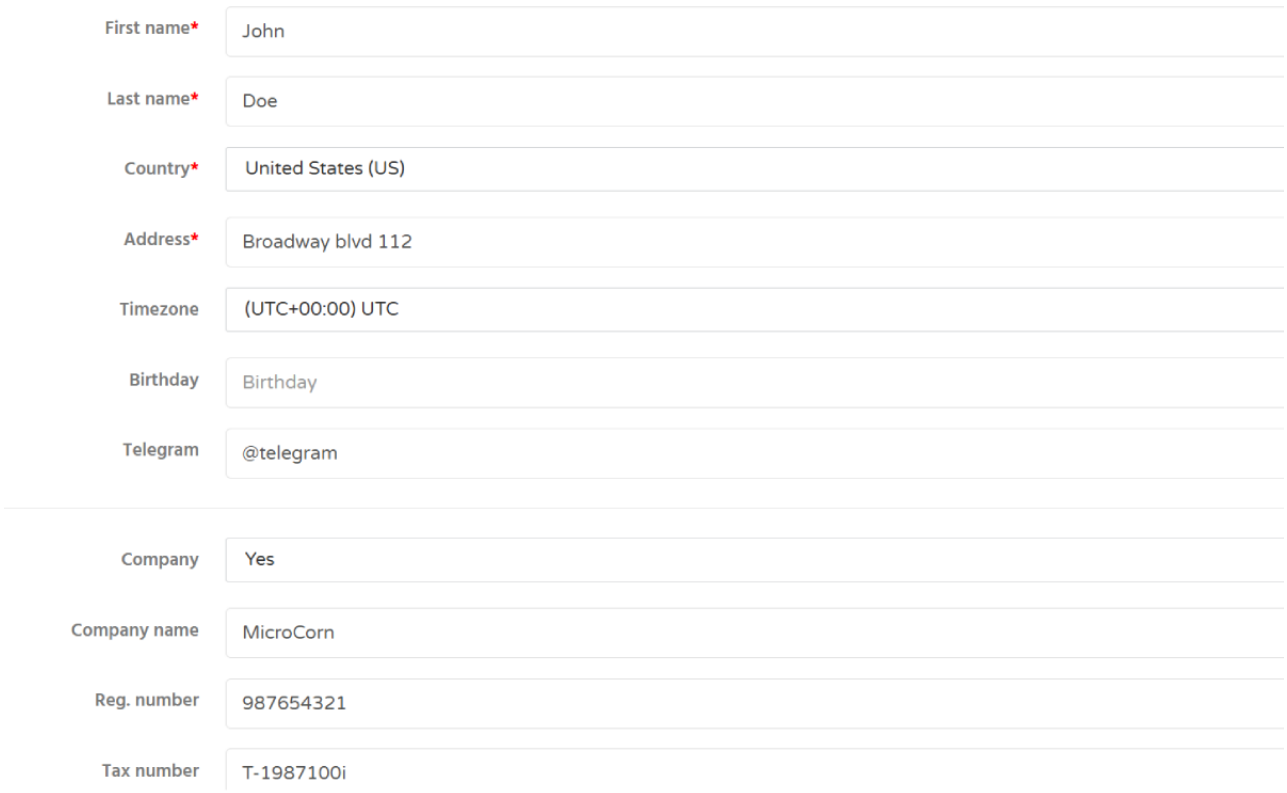
> Funding your account is required before launching advertising campaigns. DAO.AD supports multiple payment methods and currencies depending on your region.

Before You Begin

- Role: Advertiser
- Required information:
  - Billing details
  - Promo code (optional)
- Estimated time: 2 minutes

Steps

1. Before funding your account, make sure your profile information is complete.
2. Go to your User Profile and complete all required fields:
   - your name (if not present)
   - your last name
   - country of residence
   - billing address
3. Save information, confirming by current password.
4. If you are funding the account on behalf of a company, also provide:
   - company name
   - Reg. numer
   - Tax number



5. Open the Balance page or click your current account balance in the top-right corner of the dashboard.
6. Select your preferred payment method and follow the on-screen instructions.

> **Minimal deposit 50 USD**

> DAO.AD does not charge additional fees for deposits. Any transaction fees depend on the selected payment provider, your country of residence, and possible currency conversion rates applied by your bank or payment service.

7. If you have a promo code, enter it during the deposit process to receive additional bonuses.

Troubleshooting

Issue: Some payment methods are not available.

Solutions: Some payment methods may not be available directly through the platform. If your preferred method is not listed, contact DAO.AD support to discuss alternative payment options.

- Examples of alternative payment methods:
  - Payoneer
  - Bank Transfer
  - ACH Transfer
  - Other region-specific payment solutions

Related

- Account verification
- Create a push campaign
- Password recovery

Invoices & Billing Documents

Summary

DAO.AD does not automatically generate invoices through the platform. If you require an invoice or other billing documents, please contact your DAO.AD manager or Support team.

> Funding your account is required before launching advertising campaigns. DAO.AD supports multiple payment methods and currencies depending on your region.

Before You Begin

- Role: Advertiser
- Required information:
  - Billing profile
  - Company details (if applicable)
  - VAT information (if applicable)
- Estimated time: 2-3 minutes

Billing Documents

DAO.AD does not provide automatic invoice generation within the platform.

If you need an invoice for your payment or accounting purposes, please contact your assigned DAO.AD manager or the Support team.

Invoices are prepared manually upon request.

Requesting an Invoice

To request an invoice, provide the following information:

- Account email
- Company name (if applicable)
- Billing address
- VAT number (if applicable)

Providing complete billing information helps us prepare your documents more quickly.

Keeping Your Billing Information Updated

Always keep your billing information up to date.

Update your profile whenever any of the following changes:

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

Providing accurate billing information helps prevent delays when preparing invoices.

Billing Support

If you have any questions regarding invoices, payments, or billing documents, please contact your DAO.AD manager or Support.

The team will assist you with:

- Invoice requests
- Billing information updates
- Payment confirmations
- Accounting documents

Troubleshooting

Issue: I need an invoice for my payment.

Solution: Contact your DAO.AD manager or Support and provide your payment details. An invoice will be prepared upon request.

Issue: My billing information has changed.

Solution: Update your billing profile and notify your DAO.AD manager before requesting a new invoice.

Related

- Fund Your Account
- Currencies, Fees & Exchange Rates
- Taxes & Documents
- Refunds & Chargebacks

Currencies, Fees & Exchange Rates

Summary

DAO.AD supports multiple payment providers that may process transactions in different currencies. Depending on the selected payment method, additional fees or currency conversion charges may apply.

Before You Begin

- Role: Advertiser or Webmaster
- Required information:
  - Selected payment method
  - Billing currency
- Estimated time: 2 minutes

Currency conversion

Some payment providers or banks may automatically convert your payment into the required billing currency. Exchange rates are determined by your payment provider or financial institution and may differ from market rates.

> **Note:** DAO.AD does not control or set currency exchange rates.

Payment provider fees

DAO.AD does not charge additional processing fees for deposits or payouts.

However, third-party payment providers may apply their own charges, including:

- Transaction fees
- Banking commissions
- Currency conversion fees
- International transfer fees

These fees depend on your selected payment method and financial institution.

Bank charges

If you make payments via bank transfer, your bank may charge additional service fees. These charges are determined by your bank and are not collected by DAO.AD.

Taxes

Users are responsible for paying any taxes required by their local laws. DAO.AD is not responsible for taxes or financial obligations imposed by local tax authorities.

> The total amount received by DAO.AD may differ from the amount sent if your payment provider deducts transaction or conversion fees.

> Currency conversion fees are determined solely by the payment provider or your bank.

Troubleshooting

Issue: The deposited amount is lower than expected.

Solution: Check whether your payment provider deducted transaction or currency conversion fees before the payment reached DAO.AD.

Issue: I was charged an unexpected banking fee.

Solution: Contact your bank or payment provider for details regarding transfer or conversion charges.

Related

- Fund Your Account
- Invoices & Self-Billing
- Refunds & Chargebacks
- Taxes & Documents

Top-up with cryptocurrency

Summary

Depositing cryptocurrency on Dao.ad is possible via PayPlay merchant service.

> At the moment, there is a list of cryptocurrency exchanges from which payments will not be processed, and the funds will not be credited to your balance. We strongly recommend using hardware wallets or exchanges not included in the list below.

- bitpapa.com
- rapira.net
- peer.com
- payeer.com
- capitalist.net
- grinex.io
- meer.kg
- nobitex.ir
- aifory.pro
- terminal.cash
- skycrypto.net
- flashobmen.com
- 60cek.net
- hd-change.com
- coinblinker.com
- metka.cc
- alfabit.org
- Garantex
- Hydra
- Blender.io
- Lazarus Group
- Genesis Market
- ChipMixer
- Sinbad
- Bitzlato
- netex24.net
- BTC-e / FinCEN
- weiss.bet
- CryptoCloud
- xRocket.tg

- heleket.com
- WebMoney
- arvix.pro (abcex.io)
- Prostocash
- Cripta
- CoinStart
- kassa.cc
- freekassa.ru
- OFSI Huobi Global S.A. (HTX.com)
- Antarctic Wallet c 31.07
- Cryptonator
- efex.pro (prev. Farhad Exchange)
- Cryptobar
- funpay

Policies

Policies

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

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- Invoices & Self-Billing
- Currencies, Fees & Exchange Rates

Policies

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.

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