

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
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