Contact Information

Kirsty - 2022-11-23 - Customer Service

FAQ:

Most questions are answered in our Help Desk are (the section you're now in). Check here first to get an instant response.

Contact Customer Service:

The quickest way to get a response is to use our contact form by clicking on the blue "Contact Us" button at the top right of this window. Or click here for the direct link to open the form. We'll respond within 24 hours (usually within a few hours during North American business hours).

Email:

help@slixa.com

Press

Media inquiries, please email us at press@slixa.com.

Disputes, Refunds, and Cancellations

Credit Refunds

It's Slixa's policy to do everything possible to make sure our customers are happy! If you ever have a problem or complaint related to your advertising, simply contact us by one of the above methods and bring it to our attention. We will work with you to resolve any issues immediately. In the rare case that we're unable to satisfy your request, we will issue your account with an agreed number of credits. To request a credit refund, please contact us.

Refunds

We have a 30 day money back guarantee on your first purchase of a 30 day Slixa Basic ad using a credit or debit card. If you are not happy with the results of your Slixa Basic ad after it has ran for 30 days, and it's your first purchase with us, and you used a debit or credit card for the transaction, we will refund your purchase no questions asked.

We do not refund National, City Billboard, Premium, or Daily ad purchases.