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## What is Slixia's policy regarding refunds?

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### **Refunds**

It's Slixia'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 at [help@slixia.com](mailto:help@slixia.com) 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.

We have a 30 day money back guarantee on your first purchase of a 30 day Slixia Basic ad using a credit or debit card. If you are not happy with the results of your Slixia 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 purchases made with Crypto.

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