

Refund policy

Our policy is valid for a period of 14 calendar days from the date of the purchase. If you are not satisfied with the product for any reason you can ask for a refund. If the period of 14 days has lapsed since the purchase, we can't, unfortunately, offer you a refund.

Refund requirements

The following criteria must be met to qualify for a refund:

- Product malfunctions or doesn't work as described

If the conditions listed above are not met, we reserve the right not to issue a refund. It's important to keep in mind that there is often a difference between a product that is broken and a situation where you are receiving an error message. Error messages could be related to an incorrect setup, configuration or software and as a result the product is not working.

Immediate refund

Refund if something fails during the purchase process.

With this points immediate refund include:

1. label that fails due to an address validation error
2. label or cart purchase that fails after payment is made

Contacting us

If you would like to contact us concerning any matter relating to this Refund Policy, you may do so via the contact form or send an email to BITCOINLABELS@PROTONMAIL.COM