

# VibeRadar

## Refund Policy

Effective Date: May 5, 2026

### 1. Overview

This Refund Policy outlines the conditions under which users of VibeRadar ("we", "us", "our") may request and receive a refund for purchases made through our platform at viberadar.co. We are committed to providing a fair and transparent refund process.

### 2. Eligible Purchases

This policy applies to all purchases made on VibeRadar, including:

- Credit packs (single credits and bundles)
- Subscription plans (Base Monthly, Base Yearly, Premium Monthly, Premium Yearly)

### 3. Refund Eligibility

You may be eligible for a refund if you can demonstrate that you have experienced a legitimate issue with the VibeRadar service, including but not limited to:

- Technical errors that prevented you from using purchased credits or accessing subscription features
- Duplicate or unauthorized charges on your account
- Service outages or persistent malfunctions that significantly impaired your ability to use the platform
- Failure of the service to perform as described

### 4. Non-Refundable Scenarios

Refunds will generally not be issued in the following cases:

- Credits that have already been successfully consumed to execute search queries
- Dissatisfaction with search results, as outcomes depend on publicly available social network data
- Failure to cancel a subscription before the renewal date
- Requests made more than 30 days after the original purchase date

## 5. How to Request a Refund

To request a refund, please contact us through one of the following channels:

- **Contact Form:** Available on the VibeRadar website at [viberadar.co](https://viberadar.co)
- **Email:** [support@viberadar.co](mailto:support@viberadar.co)

When submitting your refund request, please include:

- Your account email address
- The date of the purchase
- A description of the issue you experienced
- Any supporting evidence (e.g., screenshots, error messages)

## 6. Refund Processing

We will review your refund request within 7 business days of receiving it. If your request is approved, the refund will be processed through Paddle, our payment provider, and returned to the original payment method. Please allow up to 10 business days for the refund to appear on your statement after approval.

## 7. Subscription Cancellations

You may cancel your subscription at any time through your account profile on VibeRadar. Upon cancellation, you will retain access to your subscription benefits until the end of the current billing period. No partial refunds will be issued for the remaining days of a billing cycle, unless a qualifying issue as described in Section 3 is demonstrated.

## 8. Enterprise Plans

Refund terms for Enterprise plans are handled on a case-by-case basis. Please contact us directly at [support@viberadar.co](mailto:support@viberadar.co) to discuss your specific situation.

## 9. Changes to This Policy

We reserve the right to modify this Refund Policy at any time. Any changes will be posted on this page with an updated effective date. Continued use of VibeRadar after changes to this policy constitutes acceptance of the revised terms.

## 10. Contact Us

If you have any questions about this Refund Policy, please contact us at:

- **Email:** [support@viberadar.co](mailto:support@viberadar.co)
- **Website:** [viberadar.co](https://viberadar.co)