

AQIRA REFUND POLICY

Last Updated: May 14, 2026

At AQIRA, we aim to provide a seamless social and interactive experience. This Refund Policy outlines the terms and conditions regarding payments, virtual items, and creator gifts. By making a purchase on the AQIRA platform, you agree to this policy.

1. NO REFUNDS FOR VIRTUAL ITEMS

In accordance with Section 6.4 of our Terms and Conditions, all purchases of virtual items (including but not limited to **Coins, Diamonds, and Points**) are final and non-refundable.

- Once the transaction is completed and the virtual items are credited to your account, the payment cannot be revoked, refunded, or reversed.
- Virtual items have no cash value and cannot be exchanged back for real-world currency by regular users.

2. GIFTS TO CREATORS/HOSTS

As stated in Section 6.7, once a user sends a virtual gift to a Creator or Host, the transaction is considered an immediate consumption of the service.

- The fact that a Creator/Host may convert these gifts into real currency does not grant the sender any right to a refund.
- AQIRA will not mediate disputes between users and creators regarding sent gifts.

3. CHARGEBACKS AND DISPUTES

AQIRA reserves the right to terminate accounts that engage in fraudulent chargebacks.

- If you have an issue with a transaction, you must contact AQIRA Support first.
- Unauthorized chargeback attempts (claiming the transaction was not made) for successfully delivered virtual items will result in a permanent ban of your account.

4. EXCEPTIONS (THIRD-PARTY STORES)

If you made your purchase through a third-party billing service such as the **Apple App Store** or **Google Play Store**, their respective refund policies apply.

- AQIRA does not have the authority to issue refunds for transactions handled by these stores.
- You must contact Apple or Google directly for any refund requests related to technical errors or accidental purchases.

5. ACCOUNT TERMINATION

If your account is banned or terminated due to a violation of our **User Code of Conduct**, any remaining virtual balance in your account is forfeited and non-refundable.

6. CONTACT US

If you experience a technical issue where you were charged but did not receive your virtual items, please contact us within **24 hours** with your transaction receipt at:

Email: contact@aqira.app