

Refund Policy

This Refund Policy governs the terms regarding cancellations, refunds, and credits for the SaaS-based WhatsApp API platform operated by Leon Bereschneu Software, represented by Leon Bereschneu, Bachstraße 6, 58566 Kierspe (hereinafter "Provider").

1. B2B Exclusion & General Rule

The services of the Provider are exclusively directed at business entities, sole proprietors, and developers (B2B).

All payments made to the Provider are non-refundable, except as explicitly set forth in this Refund Policy or as required by applicable mandatory law.

Because access to the digital infrastructure (API, Webhook system, Dashboard) is granted immediately upon subscription activation, statutory consumer withdrawal rights do not apply.

2. Free Trial & Free Plan

The Provider offers a Free Plan / Free Trial tier allowing Users to test the features, API performance, and system environment prior to purchasing a paid subscription.

Users are strongly encouraged to utilize the Free Plan to test integration compatibility with their infrastructure before upgrading to a paid tier.

3. Subscription Cancellations

Users may cancel their paid subscription at any time via the Dashboard settings.

Upon cancellation, the subscription will remain active until the end of the current pre-paid billing period (monthly or annual).

No pro-rated refunds or credits will be issued for partial billing periods or unused API message quotas.

4. Exceptional Refund Circumstances

A refund or service credit may only be considered under the following limited conditions at the sole discretion of the Provider:

Technical Failure on Provider's End: If severe, prolonged platform unavailability (excluding scheduled maintenance or Meta/WhatsApp-side outages) directly prevents API usage for a continuous period exceeding 72 hours, the Provider may issue a pro-rated credit or refund for the affected period.

Billing Errors: Duplicate charges or system billing errors caused by the Provider will be refunded in full upon verification.

5. Exclusions from Refunds (Meta / WhatsApp Account Bans)

No refunds or credits will be granted under any circumstances if:

The User's WhatsApp number, phone connection, or Meta Business Account is suspended, throttled, or banned by Meta Platforms, Inc. due to spamming, policy violations, or improper recipient opt-ins.

The User fails to utilize their allocated API message quotas before the end of the billing cycle (quotas do not roll over).

The User's API key is compromised, leaked, or misused by unauthorized third parties.

6. How to Request a Refund

To request a refund regarding a billing error or severe service failure, please contact us using the contact details (email or WhatsApp) provided in our Legal Notice / Impressum.

Refund requests must be submitted within 14 days of the disputed transaction date. Include your account ID, transaction ID, and a detailed description of the issue.