

Refund Policy

Effective Date: October 14, 2025

Company: VANGUARDFIN PARTNERS LTD

Address: 167–169 Great Portland Street, Fifth Floor, London, United Kingdom, W1W 5PF

Company Number: 16782933

Jurisdiction: England & Wales

Website: <https://playwrite.info>

Contact Email: arcadehubprotonmail@gmail.com

1. Purpose of This Policy

This Refund Policy describes the conditions under which refunds or compensation may be issued for payments made on **PlayWrite** (<https://playwrite.info>).

It applies to all users (“Creators”, “Users”, or “Customers”) who purchase internal credits, use promotional tools, or receive advertising-based rewards through the Platform.

2. Nature of Service

PlayWrite operates as a **digital content marketplace** where users can publish and promote their own articles.

The Platform uses an **internal credits system**, which is **not electronic money** and does not represent a financial deposit or investment.

Credits are used solely for in-platform purposes, such as content promotion or access to certain services.

3. General Refund Policy

Payments made for credits, promotions, or services on the Platform are generally **non-refundable** once the transaction has been completed.

However, refunds may be considered in the following limited

- situations:
- A **technical error** or duplicate transaction occurred;
 - The user's account was **incorrectly charged** due to a system malfunction;
 - The Company mistakenly removed purchased credits or services.

Refunds are **not** issued for:

- Changes of mind or unused services;
 - Suspended or terminated accounts due to policy violations;
 - Reduced ad revenue or changes in platform earnings.
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4. Requesting a Refund

To request a refund, users must contact our support team within **14 days** of the transaction by emailing **arcadehubprotonmail@gmail.com**.

Requests must include:

- User account email;
- Transaction details (date, method, and amount);
- Description of the issue.

Each request is reviewed individually.

If approved, the refund will be processed through the **same payment method** originally used (e.g., PayPal, or card).

Refunds are normally completed within **10–15 business days** after approval.

5. Refunds for Advertising Revenue

Earnings generated from advertising (ad-based rewards) are calculated automatically and may fluctuate based on ad performance.

Because these earnings depend on third-party ad networks, they are **not guaranteed** and **cannot be refunded** once paid out or credited.

The Company does **not** hold user funds or advertising balances; all payouts are processed through verified partners.

6. Account Termination and Balance Handling

If an account is terminated due to a breach of the **Terms of Use**, any remaining credits or pending earnings are forfeited and **not eligible for refund**.

If an account is deactivated due to inactivity or at the user's request, users should contact support before deletion to request a balance review.

7. Dispute Resolution

Users who disagree with a refund decision may contact the Company via the same email or submit a complaint through the **EU Online Dispute Resolution (ODR) platform**:

<https://ec.europa.eu/consumers/odr/>

8. Changes to This Policy

The Company reserves the right to modify this Refund Policy at any time. Updates will be posted on <https://playwrite.info/refund> with a revised effective date.

Your continued use of the Platform after such changes constitutes acceptance of the new Policy.

9. Contact Information

For refund inquiries, please contact:

arcadehubprotonmail@gmail.com

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