

REFUND POLICY

VERSION 2.0

LAST REVISED ON: JULY 27, 2025

1. INTRODUCTION

At Tributify, we are committed to fostering a supportive community where contributions made are primarily acts of goodwill to support the creators you value. This Refund Policy outlines the terms under which payments made on Tributify may be refunded. By making a payment on Tributify, you agree to this policy.

2. NON-REFUNDABLE SUPPORT

All payments made on Tributify are entirely considered non-refundable as they are intended to support the creators. These contributions are not transactions for goods, services, or any tangible benefits but are voluntary supports given out of goodwill to the recipient whose page you are supporting.

3. REFUND ELIGIBILITY

3.1 Refunds Initiated By Creators. Refunds are possible under specific conditions:

- (A) A refund can be issued by the creator of the page to which the payment was made.
- (B) Supporters who wish to request a refund should directly contact the creator with a valid reason for the request.
- (C) A creator can only issue a refund if the payment has not yet been paid out to them. Once a payment has been paid out, refunds are not possible.

3.2 Special Circumstances & Fraudulent Transactions. Tributify reserves the right to issue refunds in cases of evident fraudulent transactions. In such instances, Tributify will directly handle the refund process.

4. REFUND PROCESS

When a creator issues a refund:

- (A) The refund is processed immediately upon the creator's initiation.
- (B) The refund will be credited back to the original payment method used for the transaction.
- (C) Refunds will be completed within 5-10 business days, depending on the payment provider's processing times.

5. CONTACTING CREATORS FOR REFUNDS

Supporters seeking refunds for valid reasons are encouraged to contact the creator directly. This direct communication ensures transparency and allows supporters to understand the creator's refund capabilities before a payment is paid out.

6. CHARGEBACKS

Initiating a chargeback after agreeing to our Terms of Service is considered a violation of this policy. Unless the chargeback is based on a legitimate issue such as unauthorized use or confirmed fraud, Tributify considers it an invalid reversal of funds. In such cases, we reserve the right to forward the matter to our debt collection partners for recovery of the disputed amount. This process may also include additional administrative and legal costs incurred as a result of the chargeback.

7. AMENDMENTS TO THE REFUND POLICY

Tributify reserves the right to modify this Refund Policy at any time. All changes will be effective immediately upon posting on the Tributify website. By continuing to make payments on Tributify, you agree to be bound by the revised policy.

8. CONTACT INFORMATION

For questions or concerns regarding this Refund Policy, please contact us at support@tributify.com.