

Refund Policy

Version 3.0

Last revised on: NOVEMBER 29, 2025

Introduction

At Tributify, we aim to create a supportive environment where fans can directly contribute to the creators they value. This Refund Policy outlines how refunds are handled across the platform. By making a payment on Tributify, you agree to the terms in this policy.

1. Non-Refundable Transactions

1.1 Gifts (Custom Amounts)

All **Gift payments are non-refundable**.

Gifts are considered voluntary expressions of support and are not tied to the delivery of any service, product, or guaranteed outcome. Once sent, a Gift cannot be reversed except in rare cases of confirmed fraud.

2. PPV (Pay-Per-View) Refunds

PPV purchases allow buyers to unlock a specific piece of content posted by a creator.

2.1 When PPV Refunds Are Allowed

A refund may be issued **only** if:

- The buyer **did not receive access** to the PPV content they paid for due to a technical issue or failed delivery.

2.2 When PPV Refunds Are NOT Allowed

PPV payments are **non-refundable** if:

- The content was successfully delivered or unlocked
- The buyer changes their mind after viewing
- The buyer is dissatisfied with the style, quality, or nature of the content
- The buyer misunderstood the content or price

PPV charges function similarly to digital content purchases, and once access is granted, the transaction is considered final.

3. Refund Eligibility & Limitations

3.1 Creator-Initiated Refunds

Creators may issue refunds under the following conditions:

- The fan provides a valid reason
- **The funds have not yet been paid out** to the creator
Once a payment has been transferred to the creator's external payout balance, **refunds are no longer possible**.

3.2 Refunds Issued by Tributify

Tributify may step in and issue refunds directly in cases involving:

- Clear fraudulent activity
- Unauthorized transactions
- Technical failures preventing delivery of PPV content

In such cases, Tributify will process the refund to the original payment method.

4. Refund Process

When a creator or Tributify issues a valid refund:

- The refund is processed immediately
 - Funds are returned to the original payment method
 - Refund completion times range from **5–10 business days**, depending on the payment provider
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5. Contacting Creators for Refunds

Fans requesting refunds for PPV access issues should first contact the creator directly. This ensures transparency and allows creators to evaluate the request before funds are paid out.

6. Chargebacks

Initiating a chargeback without a valid basis after agreeing to our Terms of Service is a violation of this policy. Unjustified chargebacks (such as those involving delivered PPV content or voluntary Gifts) may result in:

- Recovery efforts by our debt collection partners
- Additional administrative or legal costs billed to the account holder
- Suspension or termination of the user's Tributify account

7. Changes to This Refund Policy

Tributify may update this policy at any time. Updates take effect immediately upon posting. Continued use of the platform constitutes acceptance of any changes.

8. Contact Information

For questions or concerns about this Refund Policy, please contact:
support@tributify.com