

## GROOVL RETURN AND CANCELLATION POLICY

*Effective Date: February 1, 2017*

Purchased Credits as well as any Plans or SMS Numbers are usable immediately and therefore are non-refundable. Although this policy does not affect your statutory rights.

Once an order has been submitted it will immediately be sent to processing and then shipping, we will be unable to cancel an order after submitted. Please order carefully.

Your satisfaction is our top priority. If you have a problem with a transaction, just let us know and we will work with you to resolve the issue. You can open a dispute through "GROOVL SMS Console" using our internal messaging system. We will make every effort to respond to all customer service inquiries within 5 business days.