

## **Coinflow Refund Policy**

Generally, Coinflow does not offer any refunds to users who purchase goods or services via the Coinflow gateway. However, if Coinflow users cannot purchase the goods or service due to an error in the smart contract, Coinflow will refund the transaction minus the applicable fees.

Other than the foregoing, all transactions for the purchase of goods or services (ex: NFTs) through the Services are permanent and non-reversible. If you believe a transaction was conducted fraudulently, please alert your bank or card issuer, as applicable, and follow their instructions.

If users have a question about their transactions, they can reach out individually by sending an email to [support@coinflowlabs.app](mailto:support@coinflowlabs.app).