

# Refunds Policy

BotWiz offers a 14-day no-questions-asked refunds policy for all subscriptions. Note that this policy is only applicable to the first payment made by the user. Any subsequent payments are non-refundable.

To request a refund, please contact our support team at [billing@botwiz.dev](mailto:billing@botwiz.dev) and a member of our team will assist you with the process. Upon refund approval, the funds will be returned to the original payment method within 14 days.

BotWiz adheres to the refund regulations set by the European Union. If you are a resident of the European Union, you are entitled to a refund **within 14 days of your purchase**. To request a refund, please contact our support team via the email address provided above.

