

Returns & Cancellations Policy

Effective Date: 01 Aug 2025

Last Updated: 01 Aug 2025

Document version: 2.1

1. Introduction

This Returns & Cancellations Policy outlines the conditions under which clients of **DALAT SIA** (“DALAT”, “we”, “us”) may request refunds or cancel services provided via the Dialogios platform, accessible at <https://www.dialogios.com>.

This Policy applies to all services offered to B2B clients through the user portal at <https://account.dialogios.com>.

2. Eligibility for Refunds

Refunds may be granted **only under the following conditions**:

- The service was **prepaid** and **not consumed or activated**;
- There is an **unused monetary balance** in the client’s account, and no Minimum Guaranteed Payment (MGP) restrictions apply;
- A formal request for refund has been submitted by the account owner via official support channels.

All refunds are subject to DALAT’s internal verification process.

3. Non-Refundable Services

Refunds will **not** be issued for the following:

- Services that have already been **consumed**, including but not limited to:
 - Completed call minutes;
 - Successfully **sent** SMS messages;

- Active or partially used **subscription-based services**, such as:
 - **Virtual phone numbers**;
 - **Inbound and outbound channels**;
 - **Smart call routing services**;
 - Alpha sender IDs;
 - Number pools;
 - Services bound by a **Minimum Guaranteed Payment (MGP)** or other contractual commitments.
-

4. Promotional Credit & Bonus Balance

Any **bonus funds**, **trial credits**, or **promotional balances** issued by DALAT:

- Have **no cash value**;
- Are **non-transferable**;
- Are **not eligible for refunds** under any circumstances.

Only funds **actually paid** by the client are considered refundable, subject to the conditions above.

5. Refund Processing Time

Approved refunds will be processed within **thirty (30) calendar days** from the date of the approved request.

Refunds will be made using the same payment method originally used by the client, unless otherwise agreed.

6. Cancellations

Clients may request to cancel:

- Prepaid services that have not yet been activated;

- Recurring services (e.g., virtual numbers) at the end of their current billing cycle.

No refunds will be provided for mid-cycle cancellations of active subscriptions.

7. Contact Information

All refund or cancellation inquiries must be submitted to:

DALAT SIA

Vitolu iela 3 - 3, Liepaja, LV-3401, Latvia

Email: **info@dialogios.com**
