
Payment & Refund Policy

Description

INTOOGO

Payment & Refund Policy

Effective Date: 2026-02-02

This policy explains how **payments, credits, and refunds** work on Intoogo.

1. Premium Membership

- \$5/month subscription
 - Full access to standard platform features
 - **No access to private rooms** included in membership
 - Non-refundable except as required by law
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2. Private Room Access

- Private rooms require purchase of **credits** through the platform
 - Users pay creators directly for room access and minutes
 - Platform retains **25% commission** on all payments to creators
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3. Creator Room Rental

- Creators pay rent for private rooms (daily, weekly, quarterly, annual)
 - Rental fees are separate from user payments and determined by Intoogo
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4. Pricing & Credits

- Prices per minute are **pre-set by Intoogo**
 - Users must purchase credits through the platform to access private rooms
 - Credits are non-transferable outside the platform
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5. Payment Methods

- All payments are processed through secure third-party payment gateways
 - Intoogo does not store full card details
 - Accepted payment methods: [Insert payment options]
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6. Refunds

- Premium subscription payments are non-refundable except where required by law
 - Private room credit purchases are **final and non-refundable** once used
 - Refund requests must be submitted via [Insert support email]
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7. Chargebacks

- Fraudulent chargebacks may result in account suspension or permanent ban
 - Users and creators must resolve disputes through platform support before filing chargebacks
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8. Taxes

- All payments are exclusive of applicable taxes
 - Users and creators are responsible for taxes according to local laws
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9. Verification Requirement

- Creators must verify identity via **government ID + selfie**
 - Verification is mandatory before receiving payments or operating private rooms
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10. Dispute Resolution

- Intoogo may mediate disputes between users and creators
- Platform decisions are final for internal disputes
- Legal remedies remain available outside the platform as per applicable laws

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