

Refund and Returns Policy

Description

Intoogo Refund &Return Policy

Last Updated: 2026-02-16

Welcome to Intoogo! We value our creators and subscribers and want your experience to be smooth and enjoyable. Please read our Refund & Return Policy carefully.

1. Digital Content â?? Non-Refundable

All content on Intoogo, including private video streams, chat sessions, photos, and packages, is digital and non-tangible.

Once a purchase or session is completed, all sales are final.

We do not offer refunds for any digital content after delivery or after a live session begins.

2.Session Packages

If you purchase minutes or session packages, the session must be used within the validity period.

Unused minutes or expired sessions cannot be refunded or transferred.

Creators may set custom session durations; please check the details before purchasing.

3.Technical Issues

We want every session to run smoothly. If you experience technical issues caused by Intoogo's platform, we will:

Provide a replacement session if possible,

Or offer a credit for future purchases.

Note: Issues caused by your device, internet, or third-party software are not eligible for refund.

4.Membership & Room Access

Memberships and room access subscriptions are non-refundable once activated.

Subscription periods (daily, weekly, monthly, yearly) cannot be shortened or refunded.

You are responsible for ensuring you select the correct plan before purchasing.

5. Refund Request Procedure

If you believe you are eligible for a credit or replacement due to technical errors, please contact us:

Email: intoogo.owner@gmail.com

Subject: Refund / Technical Issue

Include: Order ID, date, and description of the issue

We will review your request and respond within 5 business days.

6. Important Notes

Intoogo reserves the right to modify this policy at any time.

Purchases on the platform constitute acceptance of this Refund & Return Policy.

Always check product/session details before purchase.

Date

2026/09/05

Date Created

2026/02/16

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