# What is your refund process?

Suise Ubeda - 2026-07-27 - Comments (0) - Refund

## Account Refund Policy for Payments via Credit or Debit Card (Online):

### 1. Bank Reversal:

- Refunds processed through bank reversal typically take **3-5 business days to complete on our payment provider's side**. The time it takes for the refunded amount to appear in your account may vary depending on the policies of your issuing bank, **with a maximum processing time of up to 90 days.**

### 2. Voucher Refund:

- If you choose to receive a refund via voucher, our customer service team will email you the voucher code, which will include the refund amount. The voucher can be used for future purchases.