



## What is your refund process?

Suise Ubeda - 2026-02-08 - [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.