

REFUND POLICY

Last updated: Jan 1st, 2021

To place a refund, return or exchange request for an order placed with Holdem LLC, You would need to contact us via email at support@holdem.wiki

Please have your order number available and provide a reason for your request in order to speed up your refund process. Your request will be reviewed within 5 days and we will notify you via email of the results.

Refund, returns or exchanges request are accepted up to 30 days from the date of placing the Order with Holdem LLC. Holdem LLC may grant extensions to this period for some special cases and Products at its discretion.

You may submit a request to cancel your order on the same day the order was placed. Please note that if the Order is already shipped or delivered we will not be able to approve the cancelation request.

Some products have special conditions for returns as described in the Order or Product materials delivered ("Products terms") so please read the carefully before making a request with Holdem LLC. In case of misunderstandings between Holdem LLC Refund Policy and the Product terms, the present Refund policy will prevail. Shipping costs are non-refundable, except if due to Holdem LLC error, when you need to contact Holdem LLC and make a formal request.

If the refund request is granted by Holdem LLC, payments are refunded as follows:

Credit / Debit Cards payments will be refunded within one (1) business days;

Bitcoin or Tether payments will be refunded within one (1) business day;

Other payment methods will be refunded between five (5) to seven (7) days.

If applicable, Holdem LLC reserve the right to hold the refund payment until we receive a completed letter of destruction of the Product signed by you.

The present Refund policy is part of the Holdem LLC TERMS AND CONDITIONS.