

# Refund Policy For Pro Bets (FKA Pro Bets LLC)

Thank you for being a valued member of our online private sports Discord community. We strive to provide you with exceptional services and experiences. This refund policy outlines our guidelines regarding refunds for membership fees. By purchasing a subscription and engaging in transactions with us, you acknowledge and accept the following terms:

## 1. All Sales Are Final:

- a. Except for specific circumstances outlined below, all sales of membership fees are considered final, and refunds are generally not provided.
- b. We encourage customers to carefully review and consider their subscription before making a purchase.

## 2. Eligibility for Refund:

- a. Billing Error: If you experience a billing error or are mistakenly charged an incorrect amount, please contact our support team via the support ticket channel or by emailing [support@uprobet.com](mailto:support@uprobet.com). We will investigate the issue and, if validated, provide a refund.
- b. Subscription Cancellation: If you forget to cancel your subscription and request a refund within 12 hours of the renewal date, you may be eligible for a refund. To request a refund, please contact our support team via the support ticket channel or by emailing [support@uprobet.com](mailto:support@uprobet.com).

## 3. Refund Process:

- a. Refund Method: All refunds will be issued to the original payment method used for the transaction.
- b. Refund Timeline: Refunds will be processed within 5 to 10 business days from the date the refund request is validated.

## 4. Non-Refundable Situations:

- a. Violation of Terms and Conditions: If a user is banned or terminated from the community due to a violation of our terms and conditions, no refund will be issued for any remaining subscription period.
- b. User Satisfaction: Unsatisfaction with the community or its services does not constitute a valid reason for a refund. We strive to provide high-quality experiences, but individual preferences and subjective experiences may vary.

## 5. Automatic Recurring Fees and Subscription Cancellation:

a. Automatic Renewal: By signing up for a subscription, you agree to automatic recurring fees. Unless canceled, your subscription will automatically renew for subsequent billing periods.

b. Manual Cancellation: To avoid being billed for the next renewal period, it is your responsibility to manually cancel your subscription before the renewal date. Instructions for cancellation can be found within your account settings via Whop or by contacting our support team via the support ticket channel or by emailing [support@uprobet.com](mailto:support@uprobet.com).

## 6. Assistance and Support:

a. Support Channels: If you require assistance or have any questions regarding your subscription or refund eligibility, please reach out to our support team via the support ticket channel or by emailing [support@uprobet.com](mailto:support@uprobet.com).

Please note that this refund policy is subject to change at our discretion. We encourage you to review this policy periodically for any updates or modifications.