

# Refund Policy

Charges paid by Consumer for completed orders, or for orders confirmed by a Customer, are final and non-refundable. oneapp has no obligation to provide refunds or credits but may grant them gratuitously at oneapp's sole discretion in each case. In order to make a claim for a refund, please email oneapp at [support@withoneapp.com](mailto:support@withoneapp.com). If oneapp grants your request for a refund, you will receive an email from oneapp confirming your refund request has been approved, and please follow the procedures set out below:

1. Issue Reported;
2. Refund Processed; and
3. Charge Dropped or Refund Received.

The timing of your refund depends on when it was issued as well as your bank's processing time. If a charge is still shown as "Pending" on your statement, it may take one to three business days to be removed.

"Pending" means the funds are authorized but not yet withdrawn. For partial refunds, the pending charge will be replaced with a new charge for the adjusted amount.

If the charge is no longer "Pending," this means it has been posted to your account. It can then take five to seven business days to be refunded.

Once your refund is issued, you will receive an email confirmation that details the refund issue date and refunded amount.

If it has been more than seven business days from the date listed in the refund email, please contact [support@withoneapp.com](mailto:support@withoneapp.com) for assistance.