

Amperio Call

Cancellations and refunds

Refunds are not immediate. Submitting a request, having it approved and receiving the money are separate stages. Funds may take several days to appear; we do not promise an exact bank posting date.

Free trial and subscription

The trial lasts seven days from activation, requires no card and does not automatically become a purchase. A paid subscription is optional and renews under the monthly plan accepted at checkout. Price, taxes and renewal details are shown before payment confirmation.

Your subscription and your rate

If you choose to subscribe, your price stays the same while your subscription remains active. If a charge fails, you have 24 hours from the first failed attempt to resolve it and retain your rate. If the subscription is interrupted, you can subscribe again under the terms available at that time. The window is 24 consecutive hours from the first failed attempt for that renewal, using the payment provider's recorded time. Further attempts do not restart the window. If payment is not confirmed within it, the subscription is interrupted and the previous rate is no longer retained. A new subscription shows its price before you accept it; a different rate is not charged automatically. To resolve payment, use the subscription management link in the payment provider's receipt and review or update your payment method. If you have already paid, wait for confirmation: do not start a second purchase. The seven-day free trial does not reserve a rate or automatically become a subscription.

Requesting a refund

Email amperio@amperiomedia.com or use the support link in your receipt. Include your purchase email, order reference and reason. Do not send passwords, security codes or complete card details. We will review the request and communicate the outcome; submitting it does not mean it has been approved.

Eligibility

Eligibility and any full or partial amount are assessed under the terms accepted at purchase and applicable law. You may request review of duplicate or unrecognized charges, a material product defect, or a statutory withdrawal or refund right. Requests outside mandatory rights are assessed individually and do not create a general money-back guarantee. Nothing limits non-waivable rights, statutory deadlines or remedies for faulty or misdescribed products.

Understanding the status

Request received or pending: still under review. Refund approved or issued: authorized or sent through the payment system, but not confirmation that funds appear in your account. Credited: the amount appears in the relevant payment account or statement. Acknowledgment of a request is not proof that funds have been credited.

Payment route and timing

The payment provider handles the refund; the payment network, wallet and/or issuing bank may also be involved, depending on how you paid. Funds are returned to the original payment method whenever possible. Approval and account crediting are not simultaneous: several days may be needed, depending on the country, method, institution, checks or non-working days. Amperio Call does not control those institutions' processing times or guarantee an exact posting date. This does not suspend or extend statutory deadlines or exclude our obligations.

If the funds have not appeared

Check your receipt, request status and the original payment account's transactions. Contact us with the reference to check progress and obtain a receipt or tracking reference if available. Your payment institution may need that reference to locate the refund. Do not repeat the purchase or submit another refund for the same payment to try to speed it up. We will continue handling the case; a delay does not mean the request was rejected.

Cancellation and refunds are different

To prevent renewals, use the manage or cancel subscription option in your purchase receipt; contact us if you need help. Cancellation normally takes effect at the end of the paid period, unless mandatory rights provide otherwise. It does not automatically refund earlier payments. A refund alone does not confirm that renewal has been canceled: check both operations. After a full refund, associated access will be reviewed and you will be informed; cancellation or requesting a refund does not delete your local recordings.

Applicable terms and version

The terms of the authorized seller identified at checkout and on your receipt also govern the transaction. That identity is not hidden or changed in the payment process or receipts. This policy supplements Amperio Call's terms; the version accepted at purchase applies without reducing acquired rights. Updated September 29, 2026. Keep your receipt and a copy of the terms.

Full policy and support