



## *Villas Brazil Gift Card Refund and Cancellation Policy*

At Villas Brazil, we value your satisfaction and aim to provide a seamless experience with our gift cards. However, we understand that circumstances might necessitate refunds or cancellations. This policy outlines the process for requesting a refund or cancellation for gift cards purchased through our platform.

### **Refund process:**

Initiating a refund: if you wish to request a refund for a gift card purchase, please contact our customer support team at [hello@villasbrazil.co.uk](mailto:hello@villasbrazil.co.uk) within 14 days from the date of purchase.

Confirmation by customer support: our customer support team will review your refund request and confirm eligibility based on the terms of our policy.

Processing time: once your refund request is approved, please allow 3-5 working days for the refund to be processed. This time frame accounts for the processing and verification of the request.

Confirmation email: you will receive an email notification once the refund is processed and initiated.

Bank processing time: please note that the time it takes for the refunded amount to reflect in your account might vary depending on your bank's processing times.

### **Cancellation process:**

Cancellation request: should you decide to cancel a gift card purchase, please contact our customer support team at [hello@villasbrazil.co.uk](mailto:hello@villasbrazil.co.uk) as soon as possible.

Eligibility check: our team will review the cancellation request and determine its eligibility based on our policy.

Processing time: upon confirmation of eligibility, the cancellation process will be initiated. Please allow 3-5 working days for the cancellation to be processed.

Confirmation email: you will receive an email notification confirming the successful cancellation of the gift card.

Credit or refund: depending on the stage of processing, the cancelled amount will either be credited back to your original payment method or be refunded as per the refund process outlined above.

### **Note:**

Refunds and cancellations are subject to verification and confirmation by our head office.

In cases where there might be discrepancies or exceptional circumstances, the resolution period might extend beyond the stipulated timeframes.

Any promotional offers or discounts applied during the original purchase will not be valid on subsequent re-purchases using the refunded amount.

For any inquiries or assistance related to refunds or cancellations, please reach out to our customer support team at [hello@villasbrazil.co.uk](mailto:hello@villasbrazil.co.uk).

We appreciate your understanding of our gift card refund and cancellation policy. Your satisfaction is of utmost importance to us, and we're here to ensure a smooth and satisfactory resolution for every situation. Best regards,

Villas Brazil customer support team