Updated 7 November 2026

Refund Policy

Refund eligibility depends on the order type, received messages and cancellation time. This policy explains when a charge returns to your balance and how to request unused balance back.

Single SMS activations

The price of a single activation is reserved from your balance when you buy it. If no verification arrives before its activation window ends, that charge returns to your balance automatically. Further messages within the same active window do not add another charge. A paid reactivation starts a new window; a refund for an unused new window does not refund an earlier window that already delivered a verification.

Longer phone number rentals

A rental is paid for the reserved time. You can cancel an unused rental from two minutes until 20 minutes after purchase and receive its price back once cancellation is confirmed. After those 20 minutes it remains charged even if no SMS arrives during the entire rental. Expiration ends access and moves the rental to history without a refund. Extending a rental does not restart the free cancellation window. Further SMS within its active period do not add another charge.

Temporary mailboxes

If no letter arrives before a mailbox's 20-minute window ends, its charge returns to your balance. Cancellation may take up to five additional minutes if the mail supplier is temporarily unavailable. A mailbox that delivered a letter is not refundable. Refunds are processed on the server even when your browser is closed, and the amount returned is shown in order history.

Cancelling a number

You can cancel an unused single activation two minutes after purchase while it is still active. For a longer rental, free cancellation is available from minute 2 until minute 20 after purchase, only before any verification arrives. The supplier must confirm cancellation before the balance is credited. Once a number is cancelled you can purchase another one.

Codes that were delivered

A number that received the code it was taken for has done its job and is not refundable — even if you could not use the code, or the third-party service later rejected or blocked the account.

Your balance

Adding funds buys prepaid store credit. Your main balance is money you topped up; your bonus and referral balances are credit we grant. Bonus and referral balances are spent on the service only — they are never withdrawable or refundable in cash.

Refunding unused main balance

If you have unused main balance you no longer need, contact support and we will return it to a wallet you provide. Refunds are made within up to 10 business days and are net of any processing or network fees. Credit that came from bonuses, referrals, or an order that was already delivered cannot be refunded.

Crypto payments

Once a crypto payment is confirmed on-chain it cannot be reversed by us. If a top-up does not credit your balance, contact support with the transaction details and we will trace it and put it right.

Wrong or double top-ups

If you overpaid or paid twice, contact support and we will credit your balance accordingly.

Chargebacks and abuse

Contact support before opening any payment dispute — we can almost always resolve it faster. A chargeback filed without contacting us first, or balance built up through fraud or abuse, may lead to the account being blocked and the balance frozen or forfeited.

How to reach us

Email support@bringsms.com or use our live support chat with your account and the order or transaction in question.