

ANTI SCAM & REFUND POLICY

User Verification Policy

To ensure a safe and trustworthy environment, our platform conducts thorough verification for every female user registering on the site. Verification procedures include:

- **Identity verification** - Users must provide valid identification documents, which are reviewed by our team.
- **Marital status verification** - We check the user's marital status to maintain authenticity.
- **Mandatory interview** - All female users undergo a live interview to further verify their profile.
- **Age requirement** - Only individuals aged 21 and older are allowed to register.

These measures are in place to protect our users, prevent fraudulent activity, and maintain the integrity of the platform.

Scammer Definition and Prevention Measures

Definition of a Scammer:

On our platform, a “scammer” is defined as any user who deliberately provides false information, misrepresents their identity, or engages in deceptive behavior with the intent to defraud other users financially or emotionally. This may include, but is not limited to:

- Using fake photos or identities.
- Providing false personal information (age, marital status, occupation, location).
- Soliciting money or gifts under false pretenses.
- Failing to attend a meeting that she previously confirmed after communicating on the platform.

What is Not Considered a Scammer:

- Users who make honest mistakes in their profile information.
- Users who fail to respond promptly to messages.
- Users who choose not to interact or discontinue using the platform.
- Female users who also use other dating platforms, as this increases their chances of finding a match.
- Users who decide not to continue communication with a particular user, whether on our platform or outside of it.

Our Responsibility:

Our platform is only responsible for activities that occur within our system. We do not control user behavior outside the platform and are not liable for interactions that occur elsewhere.

Our Anti-Scam Measures:

- **Profile Verification:** All female users undergo identity verification, marital status checks, and live interviews.
- **Monitoring and Reporting:** Users can report suspicious activity at any time. Our team investigates all reports promptly.

- **Proactive Detection:** Automated and manual systems monitor user behavior patterns to detect potential fraud.
- **Account Suspension or Ban:** Accounts identified as scammers are suspended or permanently banned to protect the community.

These policies ensure a safe and trustworthy environment for all users and minimize the risk of fraudulent activity.

Important Notice:

Our platform is strictly **not an escort service and does not provide adult content**. We focus solely on online dating support and related services.

General Policy:

Our platform provides various services, including:

- Consultations.
- Personalized assistance.
- Delivery of gifts.
- Service packages.
- Translation services.

All payments are processed securely through our payment gateway. Due to the nature of online dating services and high-risk verticals, all purchases are generally non-refundable once access to services or gifts delivery has been provided, except in the cases outlined below.

Refunds May Be Considered in the Following Verified Cases:

- **Interaction with a Confirmed Scammer:** Users may request a refund only if they provide clear evidence of interaction with a scammer as defined in our Scammer Definition Policy. Our team will review all evidence, and a refund will be issued only if our team confirms that the user is indeed a scammer.
- **Technical Issues:** If a user experiences a technical problem that prevents access to consultations, assistance, service packages, translation services, membership features, or the platform itself, and it cannot be resolved.
- **Duplicate Charges:** Charges that are processed more than once due to a system or processing error.
- **User-Initiated Service Cancellation:** If a user decides to stop using our services, they may request a refund for unused services only.

Refunds Will Not Be Issued For:

- Users not receiving responses from other members.
- Users choosing not to continue communication on the platform or outside of it.
- Users' inability to find a match.
- Dissatisfaction with other users' profiles or actions, except confirmed scammer.
- Users interacting with members who also use other dating platforms.
- Personal preference or change of mind after receiving consultations, assistance, gifts, service packages, or translation services.

Refund Request Procedure:

- Contact our support team at support@soul-date.net with a detailed description of the issue and any supporting evidence.
- Our team will review the request in accordance with the Scammer Definition Policy and this Refund Policy.
- Approved refunds will be issued only after verification by our team, and processed back to the original payment method within 7-14 business days.

Responsibility:

Our platform is responsible only for services provided within our system. We do not control user behavior outside the platform and are not liable for interactions that occur elsewhere.

Final Note:

This refund policy ensures fair treatment of users while maintaining the integrity and sustainability of the platform. Refunds are issued only in legitimate cases of verified fraud, confirmed scammer interactions, technical issues, user-initiated unused service cancellations, or platform errors, following thorough review by our team.