

Return and Refund Policy

You may be able to cancel and obtain a refund from the retailer before You activate the SIM Card if the SIM Card and packaging are still intact but We do not guarantee this. If You purchased the SIM Card from CMLink website, You may be able to cancel and obtain a refund in accordance with Your cooling-off rights, subject to the designated product policy. Refunds are typically issued via the mode of your original payment. The CMLink SIM card will be terminated and disabled permanently upon the completion of refund.

Payment Method	Refund Method	Leadtime	Remarks
Alipay	Alipay	2 working days	
Wechat Pay	Wechat Pay	2 working days	
Debit Card	Debit Card	2 working days	It takes 3-5 working days for your refund to be reflected in your bank account. However for some banks, it will only reflect in your next monthly statement
Credit Card (VISA/ Mastercard)	Credit Card	2 working days	It takes 3-5 working days for your refund to be reflected in your credit card account. However for some banks, it will only reflect in your next monthly statement