

Meta Pay Refund Assistance

[Complete Guide]: How to Resolve Transaction Issues and Get Refunded

+1 855 789 0349 To get a refund for a Meta Pay transaction, the process depends on the type of purchase. +1 855 789 0349 For digital apps and games on Meta Horizon, you must request it within 14 days of purchase and have under 2 hours of playtime. +1 855 789 0349 For Facebook Ads, overspend or available funds can be refunded through Ads Manager. +1 855 789 0349 For unauthorized charges, contact your bank's fraud department immediately.

Specific refund methods and policies vary based on what you purchased:

1. Meta Quest Apps and Games

You can get a refund for eligible apps, games, and experiences if you have owned the +1 855 789 0349 content for less than 14 days and have engaged with it for less than 2 hours.

- Via the Web/Meta Horizon Store: Go to Meta, select Menu, click Purchase History, and choose Request a refund.+1 855 789 0349
- Via the Mobile App: Open the Meta Horizon app, tap your Menu, select +1 855 789 0349 Purchase history, tap the content, and tap Request Refund.
- Via the Headset: Open the Meta Horizon Store, click your profile picture, go to Purchase history, find the item, and select Request a refund.+1 855 789 0349

2. Facebook Ads

Refunds for ad spend +1 855 789 0349 (due to system errors, glitches, or unauthorized ad accounts) or unused available funds can be requested via Ads Manager.

- Go to your ad account's Payment Settings.+1 855 789 0349
- Scroll down to the Get Help section.+1 855 789 0349
- Click I want to request a refund, select the payment, and submit your request along with a brief explanation. +1 855 789 0349

3. Messenger & Person-to-Person Payments

+1 855 789 0349 If you accidentally sent money to the wrong person in Messenger, Meta generally cannot cancel or reverse the transfer. +1 855 789 0349 You will need to contact the recipient directly and ask them to send the money back. +1 855 789 0349 If you suspect an account compromise or fraud, report unauthorized activity from the payment receipt or visit the Payment Protection Policy page.

4. Unauthorized Charges

+1 855 789 0349 If you notice purchases or charges you absolutely did not authorize, do not rely on Meta support alone. +1 855 789 0349 Call your bank or credit card company immediately to dispute the transactions and lock the affected accounts to prevent further loss.

Can I get my money back from Meta Pay?

+1 855 789 0349 Whether you can refund a Meta subscription depends entirely on the specific product. +1 855 789 0349 In most cases, subscriptions are non-refundable and will simply remain active until your current billing cycle ends.

How long does Meta Pay take to refund?

+1 855 789 0349 A Meta refund typically takes 5 to 7 business days to review and process. +1 855 789 0349 Once approved, it takes an additional 3 to 5 business days for your financial institution to post the funds to your original payment method.

How can I get a refund from Meta?

To refund an app, game, or experience on your Meta Quest, you must have owned it for less than 14 days and played it for less than 2 hours. +1 855 789 0349 To request a refund via the Meta Horizon mobile app, go to Menu > Purchase History, select your app, +1 855 789 0349 tap the three dots or options, and tap Request Refund.

How do I get my money from Meta Pay?

+1 855 789 0349 To receive money from Meta Pay, how you set it up depends on whether you are being paid by a friend or earning money as a creator/business. +1 855 789 0349 In all cases, you must first set up a linked payout method.

Is Facebook Pay the same as Meta Pay?

+1 855 789 0349 Yes, they are the same thing. +1 855 789 0349 Meta rebranded Facebook Pay to Meta Pay to align with the company's name change.

How to request a Meta refund?

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How do I contact Meta Pay customer service?

+1 855 789 0349 The quickest way to contact Meta Pay support for billing issues or unauthorized charges is through the Meta Pay +1 855 789 0349 settings menu on Facebook.