

COMPLAINTS & REFUNDS

Phone Sex is an extremely personal service. In this field, as in any business, there are sure to be complaints about service and/or product. We take your feedback very seriously. We value our phone sex clients and rely on your input to constantly improve.

We know that every phone sex client has unique desires and needs. Our girls are well-versed in a wide variety of fetishes, fantasies, and role plays. They have each taken the time to write a personal profile including their favorite phone sex topics so that you can easily choose the girl best-suited to meet your needs. Please communicate those needs and desires to your phone sex girl as best you can, so that you may both enjoy your call. Communication is the key to quality service and it is the best way to avoid complaints.

Should you be displeased with your phone fantasy experience for any reason or feel that you have been treated wrongly, we ask that you contact Customer Service right away. Please explain the problem in as much detail as you can without being rude or obscene, except as necessary to explain the problem.

In most instances, you will be offered a complimentary call with a different girl who we believe will be better able to fulfill your fantasy. Due to the nature of the services we provide, we are unable to give refunds except in extremely rare situations. These will be looked at and considered on a case-by-case basis.

SPENDING LIMITS

Our goal at this site is to provide high-quality phone sex at reasonable rates to satisfied customers. In order to do this, we must protect both our callers and ourselves from fraud and overspending. For all brand new phone sex callers, and indeed for all K&G clients, we pay very close attention to the amount of phone sex calls made in a short time. We reserve the right to set customer spending limits on a case-by-case basis.

We also respect our clients' financial obligations and familial responsibilities. We would never want our phone sex services to be the cause of stress or strife in our callers' lives. Phone sex should be fun, and we recognize that it's easy to make rash decisions in the heat of horniness. If you would like to implement a self-imposed spending limit or request a temporary or permanent self-ban, please email Customer Service to do so.

FRAUD & CHARGEBACKS

We are VERY aggressive about both fraud and illegitimate chargebacks. Chargebacks will cause you to be banned from calling, so please email Customer Service FIRST with any billing problems, before you contact your bank. However, if you are simply think you can just not pay for a legitimate charge, be advised that we will use ALL legal means at our disposal. This is not limited to include lawyers, reporting to law enforcement authorities and collection agencies. Callers banned for illegitimate chargebacks will have their name and contact information entered into a negative database that will prevent future online transactions from being processed.

Credit card fraud is a serious crime, as is fraudulently claiming to be the victim of such crimes. If you have been the subject of fraud on the internet, please file a complaint at [the Internet Fraud Complaint Center](#).

PRIVACY POLICY

We collect information, including personal information, about our customers, in the regular course of business. However, we respect your privacy concerns. We will not send you unwanted email, regular mail, or phone calls except for those required by credit card processors, by billing or payment problems, or by difficulties that need to be addressed in our professional opinion.

We will follow the requirements of all law enforcement agencies, including but not limited to being required to divulge information by court order or subpoena. We do not condone criminal activity and will report such to the appropriate authorities if we feel it is appropriate.

We take your privacy extremely seriously. If you have any concerns, please email Customer Support or call Customer Service at (800) 397-3046

We reserve the right to change our policies at any time. Posting of a new policy on this Policies Page shall be considered notice of any changes.