

# What is the Kraken refund policy?

Wondering about Kraken's refund policy? It's important to understand that cryptocurrency transactions are generally irreversible, so refunds aren't handled like traditional bank reversals. However, refunds may be possible in specific situations, such as when a fiat deposit never arrived in your account, you deposited the wrong crypto type, or a payment was canceled due to a system error.

If you believe you have a valid refund claim, your first step is always to contact Kraken's support team, which is available 24/7. Crucially, always ensure you are logged into your verified Kraken account before seeking help—this allows support to quickly and securely verify your identity. Never share your password or 2FA codes with anyone claiming to be support.

Here's how to reach them from your verified account:

-  **Live Chat**: Log in on the website or mobile app and navigate to the Support Center. You'll typically find a "Chat with us" option for immediate help.
-  **Phone Support**: Kraken offers voice support directly through the Kraken mobile app. If the "Call us" option appears in your app's support section for your specific issue, you can speak with a specialist. Be wary of unofficial phone numbers found online.
-  **Submit a Ticket**: For detailed cases, go to the Kraken Support Center while logged in, click "Submit a request," and provide all transaction IDs and screenshots. Keep your ticket number for follow-up.

