

Contact / Report Abuse

Last updated: May 26, 2026

This page explains how to contact Trafium for support, billing, refunds, legal notices, privacy requests, copyright complaints, and abuse-related matters.

Trafium is operated by TRAFIUM LIMITED LIABILITY COMPANY, a company registered in the Republic of Armenia.

Website:

<https://trafium.ai>

1. General Support

For general questions, account issues, product questions, website generation issues, article generation issues, dashboard issues, WordPress-related issues, plugin issues, or technical support, contact:

support@trafium.ai

Please include:

- your Trafium account email;
- a clear description of the issue;
- screenshots, if helpful;
- project name, order ID, or website URL, if available;
- steps to reproduce the issue, if relevant.

2. Billing, Payments, and Balance

For payment issues, account balance questions, balance top-ups, crypto payment issues, invoices, receipts, failed payments, underpayments, overpayments, or payment confirmation issues, contact:

billing@trafium.ai

Please include:

- your Trafium account email;
- payment date;
- payment amount;
- payment currency;
- payment method;
- transaction ID or blockchain hash, if applicable;
- screenshot or payment confirmation, if available;
- description of the issue.

3. Refund Requests

For refund requests, contact:

billing@trafium.ai

Please include:

your Trafium account email;
payment date;
payment amount;
order ID or project name, if available;
whether the balance was used or unused;
description of the issue;
screenshots or supporting evidence, if available.

Refunds are reviewed according to our Refund Policy. Submitting a refund request does not guarantee that a refund will be approved.

4. Legal Notices

For legal notices, formal legal communications, company-related legal questions, or other legal matters, contact:

legal@trafium.ai

Please include:

your full legal name;
your company or organization, if applicable;
your contact details;
the nature of the notice;
supporting documentation.

5. Copyright, DMCA, Trademark, and Brand Complaints

For copyright infringement, trademark infringement, brand impersonation, fake login pages, unauthorized use of protected content, or other intellectual property complaints, contact:

legal@trafium.ai

Please include the information requested in our Copyright / DMCA Policy.

6. Privacy Requests

For privacy requests, data access, deletion, correction, objection, portability, withdrawal of consent, or other personal data requests, contact:

privacy@trafium.ai

Please include:

your Trafium account email;
the type of privacy request;
any information needed to identify your account;
proof of authority, if you are acting on behalf of someone else.

We may need to verify your identity before processing privacy-related requests.

Some data may be retained where required for legal, tax, accounting, fraud prevention, security, sanctions, dispute resolution, or legitimate business purposes.

7. Abuse Reports

If you believe Trafium is being used for spam, phishing, malware, fraud, impersonation, deceptive SEO, copyright infringement, illegal content, unauthorized publishing, or other abuse, contact:

abuse@trafium.ai

Please use the subject line:

URGENT ABUSE REPORT

Please include:

the relevant URL, website, project, or account information, if available;
a clear description of the abuse;
screenshots or evidence, if available;
why you believe the activity is harmful, unlawful, fraudulent, or abusive;
your contact information;
any supporting legal or technical details.

8. Security Issues

If you believe you found a security issue, account compromise, unauthorized access, vulnerability, or suspicious activity related to Trafium, contact:

abuse@trafium.ai

Please do not publicly disclose security issues before giving Trafium a reasonable opportunity to review and respond.

Do not access, modify, delete, copy, or exfiltrate data that does not belong to you.

9. Response Times

We try to review support and contact requests in a commercially reasonable time.

Urgent abuse, phishing, malware, payment fraud, account compromise, or security-related reports may be prioritized.

Response times may vary depending on the complexity of the request, verification requirements, technical review, legal review, payment provider involvement, blockchain network conditions, or third-party platform involvement.

10. Important Safety Notes

Do not send passwords, private keys, seed phrases, full payment credentials, or highly sensitive information by email.

Trafium will never ask you for your crypto wallet seed phrase or private key.

If your issue involves a third-party platform, hosting provider, WordPress installation, domain registrar, payment provider, crypto wallet, exchange, or blockchain transaction, you may also need to contact the relevant third party.

11. Company Information

Full company details are available on our Company Information page:

<https://trafium.ai/company>

12. Main Contact Addresses

General support:
support@trafium.ai

Billing and payments:
billing@trafium.ai

Refund requests:
billing@trafium.ai

Legal notices:
legal@trafium.ai

Copyright / DMCA complaints:
legal@trafium.ai

Privacy requests:
privacy@trafium.ai

Abuse reports:

abuse@trafium.ai

Security issues:
abuse@trafium.ai