

How It Works at Hide-My-Email.info

Our solution does not require extra setup. You are all set after signing up for a plan. To protect the reputation and prevent misuse of our service, we do not offer free e-mails.

- Use your favorite e-mail client.
- No additional setup required.
- Create, share and use e-mail aliases in seconds.
- Avoid accidentally revealing your real e-mail with our automated alias generation.
- Built-in SPAM filtering to protect your inbox.
- Use our additional SPAM protection measures and concentrate on what truly matters.

Refund Scenarios (14-day Cancellation Window)

Example: you want to cancel your order after payment.

1. Submit cancellation within 14 days from payment date.
2. Refund amount follows usage rules described in [Terms of Service](#).
3. Result depends on used limits and consumed paid features.

Scenario 1: 0% used

1. No e-mail limits were used and no paid add-on actions were consumed.
2. Refund: 100% of paid amount.

Scenario 2: 2% used

1. User consumed 2% of granted e-mail limits before cancellation.
2. Refund: 98% of paid amount.

Scenario 3: Partial usage + 2 of 5 10-minute requests used

1. User partially consumed limits, used 2 out of 5 granted 10-minute requests, and then cancelled the order.
2. Refund: proportional amount minus \$1.98 + tax (2 x \$0.99 + tax).
3. The \$0.99 + tax deduction is applied per each used 10-minute request when cancellation follows use of 10-minute aliases, to prevent abuse.

Send Anonymous E-mail with Automatic Alias Generation

Example: you want to send anonymous mail to your friend john.smith@acme.com.

1. Use our **special@sndto.eu** domain to hide your real e-mail addresses from John.

TO: john.smith-at-acme.com@sndto.eu

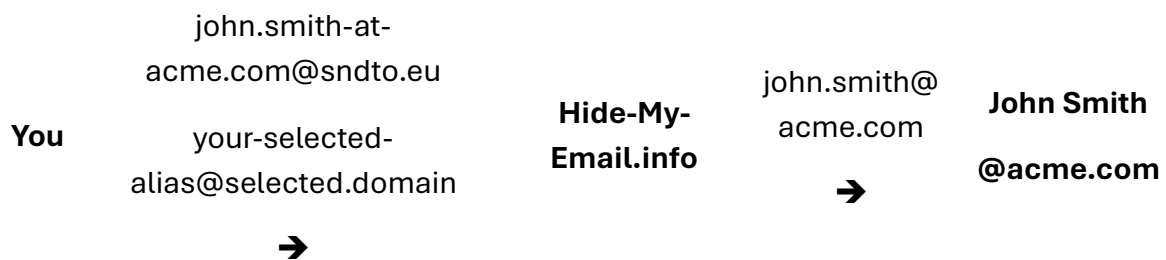


Send Anonymous Mail with Selected Alias

Example: you want to send anonymous e-mail to your friend john.smith@acme.com using your new e-mail alias.

1. Use our **special@sndto.eu** domain to hide your real e-mail addresses from John.
2. Add your alias to e-mail recipients.
3. To protect your sender identity, your sender e-mail must match the e-mail defined in your alias. Otherwise your e-mails will be disposed instead of being sent.

TO: john.smith-at-acme.com@sndto.eu; your-selected-alias@selected.domain



Receive Anonymous E-mail Directly into Your Email Account with our E-mail Relay Service

Example: you signed up to a website using your e-mail alias.

1. Receive messages through our relay without exposing your real address.
2. All e-mails sent to your alias are automatically forwarded to your real e-mail account.



Deleted Alias Behavior

Example: you deleted an alias that had been used in external services.

1. For anti-abuse reasons, forwarding stays active for the next 30 days.
2. After 30 days, new messages to that alias are disposed and treated as no-recipient deliveries.



Anonymous Mail with multiple recipients

Example: you send one message to multiple friends from your anonymous e-mail account.

1. Address all intended recipients in the same message.
2. For 3 recipients, 3 separate e-mails are sent to us and 3 separate anonymous e-mails are sent further.



Sending Group E-mails

Example: you send an e-mail to a group defined in our service with 10 members.

1. Send one message to the group recipient.
2. You send 11 e-mails total: 1 e-mail to us and 10 separate e-mails to group members.



Reply-All to E-mails

Example: you received one e-mail sent to 3 recipients (including you) and use Reply-All.

- 1. Send the reply to all recipients in the thread.
- 2. Each recipient added to the message counts as 1 e-mail action.
- 3. You send 6 e-mails total: 3 e-mails to us and 3 anonymous e-mails to recipients.



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