

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.
- Message limits are counted in consecutive 30-day periods starting when the paid order is activated.

Refund Scenarios (14-day Cancellation Window)

Example: you want to cancel your order after payment.

1. Submit cancellation within 14 days of payment date. If the paid order has not been activated yet, full refund remains available before activation.
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

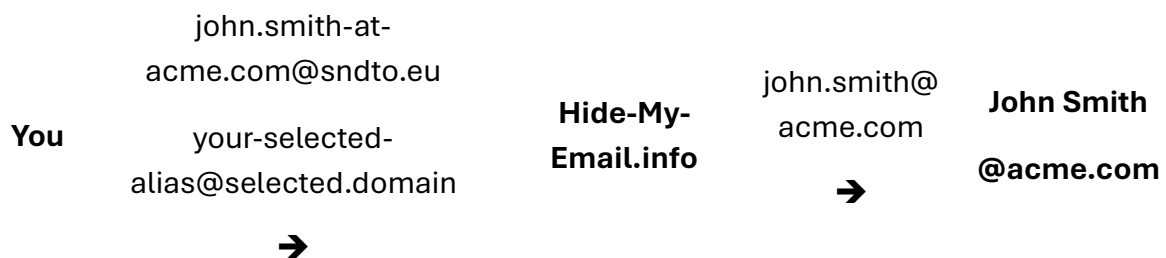


Send Anonymous Mail with Selected Alias

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.

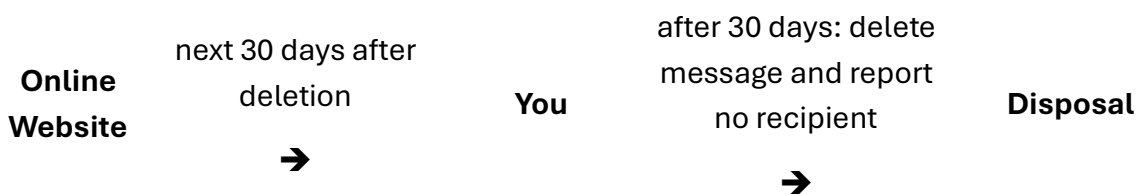
1. Receive messages through our relay without exposing your real address.
2. All e-mails sent to your alias are automatically forwarded to your real e-mail account.



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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