

Refund Policy

By utilizing our services, you are accepting that you have read, comprehended, and consented to abide by this Refund and Cancellation Policy.

In our role as the administrator ("we" or "Company") of <https://sx.org/> ("Site"), we offer VPN services to our Clients ("You") through this Refund and Cancellation Policy, in addition to our Terms of Use, which outlines the procedures for resolving disputes and issuing refunds.

In case of any disagreements related to your usage of our services, kindly adhere to the Dispute Resolution Procedure provided below:

Refund requests must be made within 24 hours of the purchase. Under specific situations, we reserve the right to provide refunds even if they do not meet the usual criteria.

Refunds that are approved will be issued within 14 days of requesting the refund. All Client Support conversations with our clients are logged for security purposes.

Reasons for refund

You may request a refund provided that the following conditions are met:

- **Payment duplication:** A double payment occurred unintentionally when funds were added to your account.
- **Accidental purchase duplication:** An inadvertent purchase of the same bundle was made twice. The second bundle remains unused.
- **Inconsistent service:** The services rendered do not align with our Terms of Service.

Under the conditions stated below, refunds shall NOT be granted:

- **Violation of permissible Use:** No refunds shall be granted if you have breached your obligations relating to acceptable use of the system or services as set out in our Terms of Use.
- **Suspending an Account:** No refunds shall be granted If your account is restricted or terminated for engaging in unlawful actions, you will not qualify for a reimbursement.
- **Connectivity Performance:** No refunds shall be granted if the quality and speed of the connection are determined by external providers and are not within our influence. We do not promise exact quality standards for the internet speed offered by third-party ISPs.
- **Data Transfer has commenced:** No refunds shall be granted if you initiate the process of transferring and/or receiving data via the system.
- **Failure to complete registration:** No refunds shall be granted if you submitted incomplete or inconsistent information when registering.
- **Initial payment details:** Refunds will solely be issued to the original payment method utilized for the transaction. No exceptions will be considered.
- **Relevance to the quality of service:** No refunds shall be granted if the quality of the services rendered corresponds with the stipulations outlined in the terms of service.
- **Compatibility of software:** We are not liable for any compatibility issues that may arise between your third-party or proprietary software and our system.
- **Testing time:** Testing time is not eligible for a refund. This covers situations where a promotion code was combined with adding money to the account, and money was used from the overall balance.

We retain the right to amend or substitute this refund policy at any given moment. Any modifications will take effect immediately upon their publication on our website.

If you have any inquiries regarding this refund and cancellation policy, please reach out to us at:

support@sx.org