Refund Policy

Last updated: 26 December 2025

By utilizing our services, you are accepting that you have read, comprehended, and consented to abide by this Refund, Privacy policies and Terms of Service.

In our role as the administrator ("We" or "Company") of https://sx.org/ ("Website"), we offer Proxy services to our customers ("You", "Customer") through this Refund, Privacy Policy and Terms of Service, which outlines the procedures for resolving disputes and issuing refunds.

In the event of any discrepancies or disagreements pertaining to the utilization of our services, we kindly request that you adhere to the dispute resolution procedure outlined below.

In the event of a refund being sought, this must be requested within 24 hours of the purchase being made. Please note that certain products are designated as non-refundable, including Unlimited proxies, and are not eligible for refunds except where required by applicable law. In certain circumstances, we reserve the right to offer refunds even if they do not align with the typical criteria. Approved refunds will be issued within 14 days of the date of the request. For reasons of security and quality assurance, communications between our customer support team and customers may be recorded.

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.

In the event of any of the following circumstances, no refund will be issued:

› **Unlimited proxies**. No refunds shall be granted for purchases of Unlimited proxies (including Mobile, Residential, and Corporate plans). Such purchases are non-refundable once paid for and/or activated, regardless of usage, except where required by applicable law.

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> **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 Service.

> **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. It is not within our remit to guarantee the precise quality standards associated with the internet speeds offered by third-party internet service providers (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.
> **Manual payments.** No refunds shall be granted in case of manual payments.

It should be noted that the right is reserved to amend or substitute this refund policy at any given moment. Any modifications shall take effect immediately upon publication on the website.

Should you require further clarification regarding this Refund and Privacy policies, we kindly request that you contact us at support@sx.org.