

# Refund Policy

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At ASocks, we endeavor to provide our customers with a reliable, consistent, and sustainable service. This refund and cancellation policy in conjunction with the terms of use and service level agreement represents the entirety of the agreement between ASocks (“Company”, “We”, “Us”), and the User (“Customer” or “You”).

Please read this document carefully before you start using the service (as described in the Terms of Use) for it will regulate the sensitive process of dispute settlement and moneyback questions that may arise out of the use of the system. The refund decision is usually taken within a day and directly depends on the adherence to the refund rules and payment method performed by a user. The refund transaction may take up to 14 days.

## **Dispute Resolution.**

Any disputes arising out of Customers access to the Services and/or use of the System shall be resolved subject to Dispute Resolution Procedure set out as follows:

Any dispute arising out of the use of the System shall be provided for the Customer Support of ASocks consideration by email to: [support@asocks.com](mailto:support@asocks.com). Please address any inquiries that may arise in relation to Refund, Cancellation, or Chargeback to Customer Support.

Please be aware that for security purposes, we record the customer service conversations with our Customers.

## **Refundable and Non-refundable Events.**

You can address the request for a refund upon the following conditions are met:

- The double unintentional payment has been made to top-up your Account.
- The double purchase of the same Bundle occurred and You haven’t started to use the second bundle purchased as a result of unintentional double-payment.

**Refundable events:**

- The Services provided are inconsistent with the TOS.
- The Customer hasn't started to use (transfer data via) the Bundle.
- For Unlimited proxies, the refund request is submitted within twenty-four (24) hours from purchase and total traffic used is less than 500 MB.

**Non-refundable events:**

- The Customer provided incomplete or inconsistent data during the Registration Procedure.
- The trial period is not refundable. Including situations when a user used a promo code along with topping up the balance, and spent funds from the general account.
- The Customer's Account has been blocked or suspended as a result of illegal activities by the Customer.
- Breach of the Customer's obligations on Acceptable Use of the System or the Service (as defined in Terms of Use).
- The Customer has started to transfer and/or receive data through the System subject to Customers purchase of Bundle through Customer's dashboard in the System.
- The Customer submitted a refund request more than twenty-four (24) hours after purchasing the Bundle.
- The Customer purchased the Bundle within 24 hours.
- Refunds are possible only to those details from which the replenishment was made.
- The quality of Services provided matches the conditions stipulated in TOS.
- The time limitations of the Bundle purchased already expired.
- No refunds shall be granted in case of manual payments.
- **Unlimited proxies.** A refund for Unlimited proxies (including Mobile, Residential, and Corporate plans) may be granted only if requested within the first twenty-four (24) hours from the time of purchase and only if total traffic used via the purchased Unlimited proxy port(s) is less than 500 MB. If either condition is not met, no refund will be issued, except where required by applicable law.

Connection quality and connection speed are limited to third-party capacities and are out of the scope of ASocks control. ASocks hereby does not guarantee any quality measurements for internet connection quality provided by the third-party Internet Service Providers and you hereby agree that any concern related to the connection speed parameters is a non-refundable event.

Denial of Software on the Customer's side. As far as The Customer may use third-party and/or proprietary Software ("Customer Software") to access the System and/or for use of the System, ASocks shall take no responsibility on Customer Software compatibility with the System.