

Refund Policy

By using our services, you acknowledge that you have read, understood, and agree to be bound by this Refund and Cancellation Policy.

As the administrator ("we" or "Company") of <https://asocks.com/> ("Website"), we provide VPN services to our clients ("You") with this Refund and Cancellation Policy, along with our Terms of Use, which constitutes the process of dispute resolution and refund.

If you have any disputes arising from your use of our services, please follow the Dispute Resolution Procedure outlined below:

Requests for refunds must be initiated within 24 hours after the purchase. In certain circumstances, at our sole discretion, we may issue refunds outside of these conditions.

Approved refunds will be processed within 14 days from the date of the refund request. For security reasons, we log all Customer Support conversations with our customers.

Reasons for refund

You may request a refund under the following conditions:

- **Double Payment:** An unintentional double payment was made to top up your account.
- **Double Purchase:** An unintentional double purchase of the same bundle occurred, and the second bundle has not been used.
- **Service Inconsistency:** The services provided are inconsistent with our Terms of Service.

Refunds will NOT be issued under the following conditions:

- **Acceptable Use Violation:** Refunds will not be issued if you have breached your obligations regarding the acceptable use of the system or services as defined in our Terms of Use.
- **Account Suspension:** If your account is blocked or suspended due to illegal activities, you will not be eligible for a refund.
- **Connection Quality:** Connection quality and speed depend on third-party providers and are out of our control. We do not guarantee specific quality measurements for internet connection speed provided by third-party Internet Service Providers.
- **Data Transfer Initiated:** Once you have started to transfer and/or receive data through the system, refunds will not be considered.
- **Incomplete Registration:** Refunds are not available if you provided incomplete or inconsistent data during the registration process.

- **Original Payment Details:** Refunds will only be processed to the original payment method used for the transaction. No exceptions will be made.
- **Service Quality Compliance:** If the quality of services provided matches the conditions stipulated in the Terms of Service, no refunds will be issued.
- **Software Compatibility:** We do not take responsibility for compatibility issues between your third-party or proprietary software and our system.
- **Trial Period:** The trial period is non-refundable. This includes instances where a promo code was used in conjunction with topping up the balance, and funds were spent from the general account.

We reserve the right to modify or replace this Refund Policy at any time. Any changes will be effective immediately upon posting on our website.

If you have any questions about this Refund and Cancellation Policy, please contact us at:

support@asocks.com