

Refund Policy

Effective date (entry into force): August 1, 2026

Service operator: the x2proxy brand and the person(s) actually performing the administration, support, compliance control and provision of access to the x2proxy service, pending possible incorporation and/or publication of other official identification (the “Provider”).

Contacts: privacy@x2proxy.com — privacy matters and legally significant notices; support@x2proxy.com — support, including payment, refund and abuse-related matters; support chat — <https://t.me/x2proxysupport>; official channel — <https://t.me/x2proxy>.

User: a natural person, sole proprietor, legal entity or other person using the x2proxy service (the “User”).

This Refund Policy describes the commercial rules for refunding funds within the x2proxy service, taking into account the traffic-payment model, package validity periods and the specifics of cryptocurrency payments.

Payment for and use of the Service constitute acceptance of this Policy together with the Terms of Use, the Acceptable Use Policy and the Privacy Policy.

The Provider may update this Policy. An updated version takes effect on the date specified in it or upon publication in the Service, unless otherwise required by mandatory law.

1. GENERAL PROVISIONS

1.1. Purpose and status of the Policy

1.1.1. This Refund Policy governs the conditions and procedure for refunding funds to users of the x2proxy service.

1.1.2. This Policy applies together with the Terms of Use, the Acceptable Use Policy and the Privacy Policy.

1.1.3. This Policy describes the general commercial refund model and does not limit mandatory rights that cannot be limited by applicable law.

1.2. General nature of refunds

1.2.1. A refund is not an unconditional right for every request and is provided in cases expressly provided for by this Policy, the Terms of Use or mandatory applicable law.

1.2.2. All refund requests are considered on an individual basis, taking into account the nature of the use of the Service, the volume of traffic actually consumed, the presence of violations and the results of verification.

2. CORE REFUND PRINCIPLES

2.1. Refund only for the unused balance

2.1.1. As a general rule, a refund may be provided only for the actually unused balance of paid traffic.

2.1.2. Used traffic, including a partially consumed part of a package, is non-refundable.

2.2. Refund request window

2.2.1. The User may submit a refund request within 14 calendar days of confirmation of the payment in the Provider's system.

2.2.2. As a general rule, requests submitted after the expiry of this period are not considered, unless the Provider decides otherwise in an exceptional case.

2.3. Distinction between the package period and the refund period

2.3.1. The validity period of a traffic package is 90 calendar days, unless expressly stated otherwise in the Service interface.

2.3.2. Upon expiry of the package validity period, the remaining traffic is not automatically cancelled; however, access to proxy use may be deactivated until a new purchase is made, which reactivates the balance.

2.3.3. The expiry of the package validity period does not, in itself, extend or renew the 14-day period for requesting a refund.

3. WHEN A REFUND MAY BE GRANTED

3.1. Unused or partially unused traffic

3.1.1. A refund may be granted for a fully unused package or proportionally to the unused balance of a partially used package, if the request is submitted within the established period and there are no grounds for refusal.

3.2. Provider errors and technical cases

3.2.1. The Provider may consider a full or partial refund in the event of an erroneous charge, a material billing failure, a confirmed malfunction of key Service functionality or another technical problem on the Provider's side.

3.2.2. Such cases are assessed on an individual basis, taking into account logs, billing records, the User's requests and the actual impact of the problem on use of the Service.

3.3. Exceptional cases

3.3.1. The Provider may, at its own discretion, approve a refund in other exceptional circumstances; such a decision does not create a binding precedent for future requests.

4. WHEN A REFUND IS NOT GRANTED

4.1. Used traffic

4.1.1. A refund is not provided for the volume of traffic that has been actually consumed, charged or otherwise used within the Service.

4.2. Expiry of the request period

4.2.1. As a general rule, a refund is not provided if the request is submitted later than 14 calendar days after confirmation of the payment.

4.3. Expiry of the package validity period

4.3.1. The expiry of the 90-day package period, or the User's decision not to subsequently reactivate the balance with a new purchase, is not a ground for a refund after the expiry of the 14-day window.

4.4. Violations and risks

4.4.1. A refund may be refused in the event of a breach of the Terms of Use or the AUP, the presence of abuse, suspicious activity, signs of fraud, payment/compliance issues, attempts to manipulate refunds, or where the account is frozen in connection with an investigation.

4.5. User errors

4.5.1. The following do not, in themselves, create a right to a refund of used traffic: incorrect configuration by the User, an incorrect choice of usage scenario, a misunderstanding of the specifics of sticky or rotating

proxies, errors in the User's own script, blocks imposed by target services, and other errors of the User in operating the Service.

5. SPECIFICS OF CRYPTOCURRENCY PAYMENTS

5.1. General provisions

5.1.1. As of the effective date of this Policy, the Service accepts payments in cryptocurrency. Cryptocurrency transactions, once sent, are as a general rule irreversible and are not accompanied by the chargeback mechanisms typical of traditional payment systems.

5.1.2. A payment is deemed complete once the required number of network confirmations has been received and the payment has been recognized as complete in the Provider's systems.

5.2. Refund currency

5.2.1. If a refund is approved, it may be made in the same cryptocurrency and/or network where reasonably possible, or in another equivalent at the Provider's discretion, including in a USD equivalent as at the refund settlement date.

5.2.2. The Provider does not compensate for exchange-rate differences associated with cryptocurrency volatility.

5.3. Payment errors

5.3.1. The User is responsible for the correctness of the wallet address, network, amount and other payment parameters. Errors in sending funds, use of an unsupported network or sending to an incorrect address may make recovery of the payment impossible.

5.4. Checks and delays

5.4.1. The Provider may postpone the consideration or execution of a refund until completion of transaction verification, wallet verification, verification of account ownership, a fraud/compliance review or other necessary procedures.

6. CALCULATION OF THE REFUND AMOUNT

6.1. Proportionate principle

6.1.1. The refund amount is calculated proportionally to the volume of traffic actually unused at the time the request is recorded.

6.1.2. The calculation takes into account the total amount paid, the total volume of traffic purchased, the volume of traffic used and the volume of the balance.

6.2. Source of data

6.2.1. The calculation uses data from the Provider's billing systems, accounting logs and other technical records.

6.2.2. In the event of discrepancies, the Provider's accounting data prevails, unless applicable law requires otherwise.

6.3. Accounting for billing specifics

6.3.1. The calculation may take into account inbound and outbound traffic, service and auxiliary traffic, network characteristics of data transmission, rounding of figures and other parameters that are part of the Service's billing model.

6.4. Fixing the balance

6.4.1. The traffic balance is determined at the time the refund request is registered, or at the time actual processing of it begins, where this is necessary to prevent manipulation and correctly account for further use.

7. FEES AND DEDUCTIONS

7.1. Applicable costs

7.1.1. Network fees, fees of payment or processing providers, conversion costs and other transaction costs actually incurred in connection with the refund may be deducted from the refund amount.

7.1.2. The amount actually received by the User may be less than the amount originally paid and less than the calculated refund amount before deductions.

7.2. Additional costs on the User's side

7.2.1. The User bears the costs on the side of the receiving wallet, crediting fees, conversion, custodial charges and other similar costs arising after the refund is sent.

8. HOW TO REQUEST A REFUND

8.1. Official channels

8.1.1. A refund request must be submitted through the ticketing system, the official email, a form in the personal dashboard or another official communication channel specified in the Service.

8.2. Required information

8.2.1. The request must contain at least the email or another account identifier, the date and details of the payment, the currency and network used, the reason for the request and, where necessary, the wallet address for the refund.

8.3. Additional confirmations

8.3.1. The Provider may request confirmation of ownership of the account, email address, wallet or transaction, and other reasonably necessary information for processing the request.

8.4. No response to a request for information

8.4.1. If the User does not provide the requested information within 14 calendar days of the request, the case may be closed without further consideration.

9. TIME FRAMES FOR REVIEW AND PAYOUT

9.1. Initial response

9.1.1. The Provider usually confirms receipt of a properly formalized request within 3–5 business days.

9.2. Review period

9.2.1. A final decision on a request is usually made within up to 30 calendar days of receipt of all necessary information.

9.2.2. In complex cases, including a fraud/compliance review, disputed technical situations, network delays or the need to request additional information, the review may take longer. Where possible, the Provider notifies the User of a material extension of the period.

9.3. Time for sending an approved refund

9.3.1. After a refund is approved, the Provider usually initiates the sending of funds within 7–14 business days; however, the actual time of receipt of funds may depend on the blockchain network, third-party providers and other circumstances beyond the Provider's reasonable control.

9.4. Communication channels

9.4.1. Information on the progress of the review and the decision on a request may be sent by email, via a ticket, to the personal dashboard or by another official means of communication.

10. MANDATORY CONSUMER RIGHTS

10.1. General reservation

10.1.1. This Policy applies as a single general policy for all categories of users; however, it does not limit consumer rights and other rights that cannot be limited by mandatory applicable law.

10.1.2. If the applicable law of a particular jurisdiction requires the provision of additional information, rights or refund procedures, such requirements prevail to the relevant extent.

10.2. Nature of the service

10.2.1. The User understands that the Service is a digital and technical service with incremental consumption of traffic, and therefore any permissible refund may be calculated proportionally to the volume actually unused, unless expressly required otherwise by mandatory law.

11. DISCRETIONARY DECISIONS AND ABSENCE OF PRECEDENT

11.1. Individual approach

11.1.1. The Provider considers each request on an individual basis and may take into account the account history, the usage profile, the results of checks, the presence of claims and other relevant circumstances.

11.1.2. Approval of a refund in one case does not oblige the Provider to approve a refund in any other case with differing circumstances.

11.2. Scope of information disclosed

11.2.1. The Provider is not obliged to disclose internal anti-fraud rules, compliance criteria, risk-assessment algorithms, details of interaction with third-party providers or other sensitive operational information; however, where possible it informs the User of the final decision and the general outcome of the review.

12. CHANGES TO THE POLICY

12.1. Changes

12.1.1. The Provider may update this Policy in light of the development of the Service, changes to the payment model, operational processes, legal requirements and the practice of handling requests.

12.1.2. An updated version takes effect on the date specified in it or upon publication in the Service, unless otherwise required by mandatory law.