

Terms of Service

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”).

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

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>.

Acceptance of these Terms is equivalent to entering into a contract in electronic form. Continued use of the Service after publication of an updated version constitutes agreement to the changes, unless otherwise required by mandatory applicable law.

1. GENERAL PROVISIONS AND ACCEPTANCE

These Terms of Use (the “Terms”) govern access to and use of the x2proxy service by any person who registers an account, pays for services, obtains trial access, uses the API, proxy connections, the personal dashboard, or otherwise interacts with the x2proxy service (the “Service”).

The Provider (x2proxy Operator) is the independent operator of the x2proxy digital service, acting under the x2proxy brand and performing the administration, technical management, support, compliance control and provision of access to the Service. Until other legal information is published in the Service interface or in a separate official notice, the Provider is identified, for the purposes of these Terms, by the x2proxy brand and the contact details set out in Section 20.

The User is a natural person, sole proprietor, legal entity or other party using the Service. If the User acts on behalf of an organization, the User confirms that it has authority to bind that organization to these Terms.

Acceptance of these Terms is effected by performing one or more of the following actions: registering an account, obtaining trial traffic, topping up the balance, paying for a traffic package, creating sub-accounts, generating API keys, using the API, launching proxy sessions, or actually consuming traffic.

If the User does not agree with these Terms, the User may not use the Service.

2. LEGAL CAPACITY, AGE AND USER CATEGORIES

The Service is intended for persons over 18 years of age. By using the Service, the User confirms that they are at least 18 years old and are entitled to enter into agreements binding upon them.

The Service may be used both by individual users and by business clients, including enterprise clients. Certain features, limits, commercial terms, verification procedures and compliance requirements may differ depending on the client category, usage volume, nature of the use case, level of risk and other factors.

If the User is a consumer within the meaning of mandatory applicable law, the provisions of these Terms apply only to the extent that they do not restrict such consumer's rights that cannot be excluded or limited by contract.

3. DESCRIPTION OF THE SERVICE

The x2proxy Service is a remote digital service providing access to residential rotating proxies, with the ability to use sticky sessions, select geographic parameters (subject to availability), use HTTP(S)/SOCKS5 connections, the API, sub-accounts and other features available in the Service interface at the time of use.

The specific availability of countries, regions, cities, sessions, connection methods, API methods, domains, limits and other technical parameters is dynamic and may change without preserving the previous configuration for each request, each session or each User.

References to future features, test features, beta features or features marked “coming soon” are provided for information only, do not constitute an obligation of the Provider to launch them within any particular time frame, and do not give the User a right to demand their provision.

4. ACCOUNT, SUB-ACCOUNTS AND CREDENTIALS

To use the Service, the User creates an account and must provide accurate and up-to-date information to the extent requested by the Service interface or by verification procedures.

The User must keep confidential their credentials, API keys, tokens, passwords and access to their sub-accounts. All actions taken through the account, sub-accounts, API keys and other issued access identifiers are deemed to be the User's actions until the Provider has been duly notified of a compromise.

It is prohibited to transfer credentials to third parties, sell accounts, share the same account outside one's own internal team or authorized corporate perimeter, or create accounts using nominee, third-party or misleading information.

Sub-accounts are permitted only within a single client, a single internal team or another structure expressly permitted by the Service interface or by written agreement with the Provider.

5. TRAFFIC PACKAGES, VALIDITY PERIOD AND TRIAL TRAFFIC

The User purchases a traffic package measured in gigabytes (GB). Unless expressly stated otherwise in the interface or in an individual offer, the validity period of a purchased package is 90 calendar days from activation of the relevant purchase.

Upon expiry of the package validity period, the ability to use proxy access may be suspended even if unused traffic remains on the User's balance. To resume use of the remaining balance, the User must make a new purchase, which extends access for a new period, unless the Service interface provides otherwise.

The Provider may, at its discretion, provide free, trial, bonus, promotional or referral traffic on additional terms published in the Service, including conditions of subscribing to the Provider's official channel, verification via a bot, and limits on time, volume or user category.

Trial, bonus or promotional traffic has no monetary equivalent, is not exchangeable for cash, may be revoked in the event of abuse, and does not give rise to any independent proprietary claim by the User, unless expressly provided otherwise by mandatory law.

6. PAYMENTS AND CRYPTOCURRENCY SETTLEMENTS

As of the entry into force of this version, the Service accepts payment in cryptocurrency. The Provider may add, remove or restrict payment methods at any time.

A payment is deemed complete once a sufficient number of network confirmations has been received, the payment has been recorded in the Provider's accounting systems, and the corresponding balance or traffic package has been credited to the User.

The User bears the risks associated with cryptoasset volatility, the choice of blockchain network, an incorrect address, an incorrect amount, an incorrect memo/tag, network delays, miner/validator fees, and other errors on the side of the sender or the wallet/service used by them.

Unless otherwise required by mandatory law, cryptocurrency payments are final once duly confirmed and are not subject to reversal on the grounds of exchange-rate changes, the User's misjudgment of its traffic needs, the absence of an expected commercial result, or other circumstances unrelated to a directly confirmed malfunction of the Service.

The Provider may reject, suspend the crediting of, review, or flag as suspicious any payments that, in the Provider's judgment, are connected with fraud, sanctions risks, abuse, questionable origin of funds, a technical anomaly, or a breach of these Terms.

7. RESTRICTED DOMAINS, KYC AND USE-CASE REVIEW

Certain domains, services, APIs, platforms, traffic categories or access destinations may be restricted by default (the "Restricted Resources"). The Service may indicate to the User that access to a particular resource is restricted and that such access may potentially be granted after additional verification.

The Provider may, at its discretion, request completion of KYC, identity verification, a description of the intended purpose, a description of the specific use case, confirmation of the lawfulness of the usage scenario, and other information reasonably necessary to decide on access to a Restricted Resource.

As a general rule, the User is not required to undergo KYC merely by using the Service. However, refusal to undergo KYC, refusal to confirm the purpose of use, or refusal to cooperate during verification may result in denial of access to a Restricted Resource, continued blocking of such resource, or suspension of access, where the circumstances create financial, legal, reputational or other material risks for the Provider.

The Provider may use third-party identification and verification services. Unless expressly stated otherwise by the Provider, documents and biometric/identification data are stored and processed by the relevant verification service rather than by the Provider itself, with the Provider receiving only the outcome and the minimum amount of information necessary to make a decision.

Completing KYC or a use-case review does not guarantee that access to a specific Restricted Resource will be granted. The decision to unblock or to maintain a block is made by the Provider taking into account risk, the nature of the use case, usage volume, client category, complaints, platform restrictions and other compliance factors.

8. ACCEPTABLE USE

The User must use the Service only in a lawful, good-faith and technically reasonable manner, and must comply with these Terms, the Acceptable Use Policy, the rules of target services, and mandatory applicable law.

The User is solely responsible for assessing whether its use case is permitted by law, by the rules of the relevant sites, platforms, APIs or other third-party resources, and for having sufficient legal grounds to process the data it collects.

Without limiting other prohibitions, the User may not use the Service for spam, phishing, malware, credential stuffing, brute force, DDoS, carding, ad fraud, fake accounts, unlawful scraping, unauthorized access, circumventing paywalls, circumventing anti-fraud systems, circumventing rate limits/API limits, mass collection of personal data without a legal basis, or for ticketing/sneaker/raffle automation and other scenarios aimed at obtaining an unfair advantage or causing harm to third parties.

The Provider may also treat as prohibited such industries and scenarios as gambling, adult content, political influence, sanctions-sensitive areas, onboarding/verification for financial abuse, processing of sensitive healthcare data without proper grounds, and attacks on or abuse of government systems, educational institutions, marketplaces and social networks, where such use creates heightened risk or conflicts with the Provider's policy.

Use cases relating to ad verification, QA/testing, price monitoring, SEO monitoring, public web data collection, market research, brand protection and other legitimate tasks may in principle be considered acceptable, provided that such use cases do not violate the law, the rights of third parties, the rules of target services, or the requirements of these Terms.

9. LOGS, SECURITY AND ANTI-ABUSE MEASURES

The Provider may log technical and operational metadata relating to use of the Service, including user ID, sub-user ID, session/proxy identifiers, source IP, target domain/IP, target port, selected geographic parameters, timestamps, traffic volume, request execution status, payment events, and other service data necessary for billing, security, diagnostics, complaint investigation and abuse prevention.

The Provider does not represent that it stores the content of the User's traffic and does not process the payload/content of requests as part of the ordinary service model, except where a limited technical fragment may be temporarily used to diagnose a specific incident, where strictly necessary and permitted by applicable law.

The Provider may use automated risk-scoring, detection, rate-limiting, anomaly-detection, anti-fraud and anti-abuse analysis systems to identify violations, anomalous behavior, network incidents and security threats. Such systems may result in temporary restrictions, additional checks, freezing of access or rejection of particular operations.

Where mandatory applicable law grants the User additional safeguards in respect of decisions that materially affect its access to the Service, the User may request human review of the relevant decision through the Provider's official contact channel.

10. FREEZING, RESTRICTIONS AND TERMINATION OF ACCESS

The Provider may, without prior notice, freeze, restrict or suspend access to the account, particular features, domains, countries, regions, API methods, limits, or to the Service as a whole, where this is reasonably necessary for security, abuse prevention, review of suspicious activity, compliance with legal requirements, compliance with the requirements of a payment/compliance partner, handling of a third-party complaint, or protection of the Provider's legitimate interests.

Suspension of access for the duration of a review does not constitute a final determination of a violation and does not deprive the Provider of the right to subsequently restore access, extend the restriction, deny access to particular features, or terminate the contract in full.

The User must reasonably cooperate with the Provider in investigating complaints, suspicious activity, payment anomalies, sanctions/compliance matters and security-related requests. Failure to provide the minimum necessary information may be taken into account by the Provider when deciding on access.

The Provider may permanently terminate the User's access to the Service in the event of a material breach of these Terms or the Acceptable Use Policy, unlawful or malicious activity, fraud, circumvention of restrictions, creation of disproportionate legal, financial or reputational risk for the Provider, or where it is necessary to discontinue or change the Service's operating model.

11. RESALE, WHITE-LABEL AND THIRD-PARTY ACCESS

The User may not resell the Service, sublicense access to it, provide proxy access to third parties for a fee, embed the Service into its own white-label/private-resale product, or otherwise commercially repackage the Service without the Provider's prior written permission.

The Provider may, at its discretion, agree to separate partner, white-label, private-resale, enterprise or other special terms. Until such written agreement is in place, any resale or commercial transfer of access is deemed prohibited.

If the User is granted written permission for a resale or white-label model, such relationships may be subject to separate commercial, compliance and operational terms that prevail over these Terms with respect to the specially agreed arrangement.

12. INTELLECTUAL PROPERTY AND RESTRICTIONS ON USE OF THE SERVICE

All rights in the Service, interfaces, API, documentation, operating logic, program code, databases, design elements, x2proxy branding, texts, metrics and other materials belong to the Provider or are used by it on a lawful basis. The User receives only a limited, revocable, non-exclusive right to access the Service's functionality to the extent provided in these Terms.

Reverse engineering, decompilation, attempts to extract the source code, circumvention of technical restrictions, automated testing of the Service to the detriment of its operation, public benchmarking comparisons without the Provider's consent, scraping of the control panel/documentation to an extent that violates the purpose of the Service, and any attempts to reproduce the Service's business logic for competing or parasitic use are prohibited.

The User may not use the x2proxy brand, trademarks, logos, case studies, testimonials, commercial materials or other x2proxy identifiers in marketing, public statements, on a website, in pitch materials, or as an indication of partnership without the Provider's prior consent.

13. CHANGES TO THE SERVICE, MARKETING METRICS AND NO SLA

The Provider may at any time change the functionality, interface, set of available features, pricing arrangements, available countries/regions/cities, technical limits, API methods, domain status, anti-abuse rules, access mechanisms and other aspects of the Service.

Any public or marketing metrics, including availability benchmarks, IP-pool sizes, geographic coverage, success rate, descriptions of use cases or other characteristics, are informational and indicative in nature, unless expressly set out in a separate written SLA or individual agreement with the User.

Unless expressly agreed in writing, the Service is provided without an SLA, without any guarantee of continuity, without any guarantee of a particular success rate, without any guarantee of compatibility with any target services, and without any guarantee of retaining a specific IP, route, geo-parameter, domain, speed or latency for each request.

The Provider may carry out maintenance, updates, emergency works, anti-abuse measures, migrations and other changes without prior notice where objectively necessary. Where possible, the Provider may publish general notices of significant works, but is not obliged to do so in every case.

14. DISCLAIMER OF WARRANTIES

Unless otherwise required by mandatory law, the Service is provided on an "as is" and "as available" basis. The Provider does not warrant that the Service will meet the User's individual expectations, will achieve any

particular commercial or technical result, or will be compatible with any sites, platforms, APIs, browsers, anti-detect solutions, scripts or software of the User.

The Provider does not guarantee anonymity, does not guarantee untraceability, and does not guarantee the lawfulness of any particular use case merely because the Service technically allows a request to be sent. The User is solely responsible for the legal assessment of its activities.

No advice, correspondence, support messages, marketing materials, demonstrations or examples of use cases create any warranty or obligation unless expressly set out in writing.

15. REFUNDS AND WITHDRAWAL FROM THE CONTRACT

Refunds are governed by a separate Refund Policy, which forms an integral part of the x2proxy contractual package. In the event of a conflict, the provisions of the Refund Policy prevail as regards the procedure, timing and calculation of refunds.

Unless otherwise required by mandatory law, the User may request a refund within 14 calendar days of payment solely in respect of the unused traffic balance. Used traffic is non-refundable.

Trial, bonus, promotional and referral traffic is non-refundable. Network fees, wallet fees, third-party payment-service fees and other external payment costs are generally not reimbursed, unless otherwise provided by mandatory law or by a decision of the Provider.

If the User is a consumer and mandatory rules on the right of withdrawal from digital services apply in its jurisdiction, such rules apply to the extent that they are mandatory and cannot be limited by contract.

16. LIMITATION OF LIABILITY

Unless otherwise required by mandatory law, the Provider's aggregate liability for any claims arising out of these Terms or connected with use of the Service is limited to the amount actually paid by the User for the specific traffic package in connection with which the relevant event or claim arose.

The Provider is not liable for indirect losses, lost profits, lost revenue, loss of data, loss of customers, damage to business reputation, business downtime, third-party fines, claims against the User by target services, or any other special, incidental, punitive or consequential damages, even if the User warned of the possibility of their occurrence.

The Provider is not liable for blocks, rate limits, anti-bot measures, CAPTCHAs, changes to the rules of target services, or restrictions or sanctions imposed by third parties on the User in connection with its use case, nor for the acts, omissions or decisions of payment, network, analytics, communication or other external services not under the Provider's full control.

Nothing in these Terms excludes or limits liability to the extent that such exclusion or limitation is expressly prohibited by mandatory applicable law.

17. INDEMNITY

The User undertakes to defend, indemnify and hold harmless the Provider, its operators, contractors, advisers and affiliated persons from any demands, claims, costs, losses, fines, payments, sanctions and reasonable legal fees arising in connection with: (i) the User's breach of these Terms, the Acceptable Use Policy or applicable law; (ii) an unlawful or malicious use case; (iii) third-party claims connected with the User's actions; (iv) misuse of the User's account, API keys, sub-accounts or payment instruments.

The indemnity obligation does not apply to the extent that the relevant claims arose solely as a result of the Provider's intent or gross negligence, unless mandatory applicable law permits a broader limitation.

18. TERM, ACCOUNT DELETION AND TERMINATION OF THE CONTRACT

These Terms take effect upon acceptance and continue to apply until use of the Service ceases entirely and the User's account is deleted, or until the Provider terminates access.

The User may delete the account independently, where such a function is available in the interface, or submit a request through the official support channel. After account deletion, access to the Service ceases immediately, unless expressly stated otherwise in the interface.

Unless otherwise required by mandatory law or by a separate Refund Policy, any unused balance and traffic remaining after account deletion or termination of access is forfeited and non-recoverable. Logs, payment records, support tickets and other data may be retained after termination of the contract for the periods set out in the Privacy Policy and/or necessary for compliance, protection of rights and incident investigation.

The Provider may discontinue the Service entirely, change its business model or close the product as a whole. In such a case, the Refund Policy and mandatory applicable law apply to services already paid for and unused.

19. GOVERNING LAW AND DISPUTE RESOLUTION

Unless otherwise required by mandatory applicable law, these Terms are governed by the law determined in accordance with the applicable conflict-of-laws rules and the mandatory rules of law applicable in light of the nature of the Service, the status of the User and the actual circumstances of the parties' relationship.

Before resorting to formal means of protecting their rights, the User and the Provider must attempt in good faith to resolve the dispute by sending a written notice to the other party's official email address and allowing a reasonable time for a response, which as a general rule is at least 15 calendar days, unless a different period is required by applicable law or is necessary given the nature of the dispute.

At the Provider's discretion and with the User's consent, the dispute may additionally be referred to voluntary remote resolution, including negotiations, review of materials in electronic form, online mediation or another online resolution procedure without the mandatory personal participation of the parties.

If the User is a consumer, this Section applies only to the extent permitted by mandatory applicable law; nothing in these Terms deprives such a User of mandatory protection, the right to apply to competent authorities, courts or other statutory protection mechanisms, where such a right is granted by applicable law.

If the User is not a consumer, any dispute that could not be resolved in good faith is to be settled through the competent procedure determined by applicable law and the actual circumstances of the dispute, unless otherwise separately agreed in writing by the parties.

Any disclosure of the Provider's identity, contact, operational or other identifying data in connection with a dispute is made solely to the extent reasonably necessary to comply with applicable law, participate in the resolution procedure, protect the Provider's rights and legitimate interests, or enforce a binding decision of a competent authority.

20. NOTICES AND CONTACT CHANNELS

The User must keep the email address specified in the account up to date. Notices sent to that address are deemed received within a reasonable time after dispatch, unless the User proves otherwise.

The Provider may send the User service, technical, billing, security, abuse and compliance notices, as well as notices of significant changes to the Service and to the documents governing its use. Such notices are not considered marketing communications.

Marketing communications, where used by the Provider, are sent on the rules and grounds provided by applicable law and may be turned off by the User where required by law.

The Provider's official contact channels as of the date of this version: privacy@x2proxy.com — privacy and legally significant notices; support@x2proxy.com — support, including payment, refund and abuse-related matters; support chat — <https://t.me/x2proxysupport>; public channel / operational announcements — <https://t.me/x2proxy>. The Provider may update these contacts by publishing the current version in the Service.

21. AMENDMENTS TO THE TERMS AND ORDER OF PRECEDENCE OF DOCUMENTS

The Provider may amend these Terms where necessary to develop the Service, change functionality, correct errors, protect security, reflect changes to the business model, comply with legal requirements or reasonably manage risk.

A new version of the Terms takes effect upon publication, unless a later date is specified in the version itself. For traffic packages already paid for, material changes do not apply retroactively to the extent prohibited by mandatory law.

Continued use of the Service after a new version takes effect constitutes the User's agreement to the updated terms. If the User does not agree, the User must stop using the Service.

The x2proxy documents apply in the following order: (1) these Terms of Use; (2) the Acceptable Use Policy; (3) the Refund Policy; (4) the Privacy Policy. However, for data-processing and privacy matters the specific provisions of the Privacy Policy prevail, for refund matters those of the Refund Policy, and for prohibited/acceptable-use matters those of the Acceptable Use Policy.

22. FINAL PROVISIONS

If any provision of these Terms is held invalid, unenforceable or ineffective in a particular jurisdiction, this does not affect the validity of the remaining provisions and does not prevent the remaining part of the relevant provision from being applied as closely as possible to its intended meaning, where permitted by law.

The failure to exercise, or delay in exercising, any right or remedy does not constitute a waiver of that right or remedy.

These Terms may be supplemented by individual terms for enterprise clients, partners, white-label/private-resale models, high-volume clients, corporate teams and other categories of Users. With respect to the specially agreed terms, such individual terms prevail over these Terms.

The x2proxy documents are prepared for the MVP stage and are made available in Russian and English. Where a discrepancy arises between language versions, the version that the User actually reviewed and accepted governs the relationship with that User, to the extent required by mandatory applicable law; for interpretation purposes, the Provider may designate a controlling language version in a separate official notice.