# X4B.Net Refund Policy

This document is here-in referred to as the Refund Policy. This is an agreement between X4B and its customers. All services offered by X4B are subject to the Acceptable Usage Policy and Terms of Service.

## Refunds and Credits

All payments made to X4B for any product(s) and/or service(s) are considered final and non-refundable. Said payments for product(s) and/or service(s) are non-refundable under any condition unless otherwise provided by applicable law or set forth specifically in this document.

Any refund requests must be processed through the support ticket system. Any other method of communication on these matters is invalid.

We reserve the right to update this document at any time of our choosing without notification.

From here forth two types of refunds will be defined:

1. Credits: Return of partial or full pro-rata'ed service value to an account credit.
2. Payment Refunds: Return of partial or full pro-rata'ed service value to payment provider.

**Terms:**

- No credits or payment refunds will be offered for free, discounted or trial services.
- No services funded by account credit will be refunded to payment provider.
- No refunds will be given to any customer who has been involved in abusive activities as defined by the Acceptable Usage Policy (AUP) or Terms of Service (ToS).
- No refunds will be given for funds or services paid for with Bitcoin.
- Any Payment Refund issue will be to the originating payment account only.
- No credit transferred between users is refundable.
- No refunds will be offered for service periods or services which are no longer active (e.g cancelled or expired services).
- No credits, payments, or refunds will be issued due to the failure of any free service.
- X4B has the right to suspend, unsuspend, as well as terminate any service, with or without warning, with or without the consent of the customer, without a refund if deemed necessary by the X4B staff.
- A $5 refund processing fee will be charged on all Payment Refunds.
- X4B and its staff's decision regarding any refund request is binding.
- Under no circumstances are any funds used in a Pay-As-You-Go (PAYG) service refundable.
- Any refunds granted will exclude fees, and be pro-rata'ed at the full service rate without any discounts or special offers.
- Any refunds granted on services will be provided via account credits unless otherwise in writing.
- No refunds will be granted for change of mind, or inability to configure your own services
- No refunds will be granted on management hours
- No refunds will be granted based on the response time of unmanaged support.
- Unmanaged support is a privilege, a privilege that can be revoked if you abuse it. Staff abuse will not be tolerated and will result in support privileges being revoked. Removal of support privileges is not terms for a refund.
- No refund will be granted on any service which has occurred mitigation events.

Opening of dispute in Paypal or charging back through credit card will exclude you for consideration for any application of this refund policy. To be eligible to receive a refund open a support ticket in the dashboard. A dispute processing fee of $50 will be charged for any claims made.

**Qualifications for Refund:**

The refund policy is designed to offer refunds where there is some degree of fault with us (the Provider). We do not provide unconditional refunds. If In the event that you change your mind and wish to no longer use our services you will not be granted a refund. However, in the event of outages (as defined by the SLA/Uptime Policy) or significant provider fault we provide refund conditions and eligibility for:

- If we are unable to deliver your service within 48 business hours you may request a refund. Custom Quotes, Special Orders or Services where delivery time has been negotiated are exempted from this and are not subject to delivery delay refunds unless otherwise agreed. Delivery time is counted from the time a ticket is opened inquiring about the delivery of a service.
- Refunds/Credits will be granted in line with the Service Level Agreement / Uptime Policy.
- We reserve the right to offer refunds to any customer for any reason on a case-by-case basis. This does not constitute an agreement to refund to any other customer in the same or similar situation.

To claim a refund/credit please open a ticket with either a title of either "Request for Account Credit" or "Request for Full/Partial Refund" along with the case for your refund (as guaranteed by this document)

# Uptime Guarantee

If your service has a physical downtime that is not within 99% uptime for any given month, you may receive one month of credit on your account. Approval of the credit is at the discretion of X4B support staff upon justification provided.

Third party monitoring service reports may not be accepted as justification due to a variety of factors including the monitor's network availability. The uptime of the server is defined as the reported uptime from our off-network third party monitoring solution taking into consideration any issues with said service at the time. This does not include issues with service backends where we do not manage the backend services.

Service uptime may differ from the uptime reported by other individual services in such cases as nullroutes (or suspensions) where the service has exceeded the provided protection (if any) or violated any clause of the ToS or AUP.

Uptime may minorly differ from the figures report publicly, although we will try our best to ensure accurate disclosure of public information at all times. To request a credit, please contact with justification. All requests must be made in writing via email or support ticket.

Uptime guarantees are only available for paid services and not free trials or any other form of non-paid service.

Uptime is defined as the ratio of the time server is online subtracting any downtime. Downtime excludes any scheduled maintenance (where notification has been given) and service specific actions such as nullroutes for exceeding protection or suspensions due to abuse or violation of ToS or AUP