

Refund Policy

Last updated: January 2025

1. Our Guarantee

At 0xLabs, we're confident in the value our GitHub security monitoring service provides. That's why we offer a 12-month money-back guarantee on all paid subscriptions.

If you're not satisfied with our Service for any reason, you can request a refund within 12 months of your purchase. Please note that a non-refundable setup fee applies to cover the cost of provisioning your dedicated scanning environment.

2. Setup Fee

When you subscribe to a paid plan, we provision a dedicated scanning environment specifically for your organization. This includes server setup, configuration, and resource allocation. Due to these infrastructure costs, a non-refundable setup fee applies:

- High Severity Plan: \$150 setup fee (non-refundable)
- Critical Severity Plan: \$200 setup fee (non-refundable)

3. Refund Amount

Your refund will be calculated as follows:

- High Severity Plan: \$699 - \$150 setup fee = \$549 maximum refund
- Critical Severity Plan: \$899 - \$200 setup fee = \$699 maximum refund

4. Eligibility

You are eligible for a refund if:

- You have an active paid subscription (High Severity or Critical Severity plan)
- Your refund request is made within 12 months of your original purchase date
- This is your first refund request for this subscription

5. How to Request a Refund

To request a refund, simply contact us through one of the following methods:

- Email: titifel01@gmail.com

- LinkedIn: <https://www.linkedin.com/company/0xlabs-tm>
- X (Twitter): <https://x.com/0xTitifel>

Please include the following information in your request:

- Your name and email address associated with the account
- Date of purchase
- Reason for refund (optional, but helps us improve)

6. Refund Processing

6.1 Timeline

Once we receive your refund request, we will process it within 5-7 business days. You will receive a confirmation email once the refund has been initiated.

6.2 Refund Method

Refunds will be issued to the original payment method used for the purchase. Depending on your bank or payment provider, it may take an additional 5-10 business days for the refund to appear in your account.

7. After Your Refund

Once your refund is processed:

- Your paid subscription will be cancelled immediately
- You will lose access to premium features
- Your account may be downgraded to the Free plan
- Any scan history and reports may be retained for 30 days

8. Free Plan

The Free (Starter) plan is provided at no cost and is therefore not eligible for refunds. However, you can cancel or delete your free account at any time.

9. Exceptions

We reserve the right to decline refund requests in cases of:

- Suspected fraud or abuse

- Violation of our Terms of Service
- Multiple refund requests for the same subscription
- Requests made after the 12-month guarantee period

10. Subscription Cancellation

If you wish to cancel your subscription without a refund, you can do so at any time by contacting us. Your access to paid features will continue until the end of your current billing period.

11. Changes to This Policy

We may update this Refund Policy from time to time. Any changes will be posted on this page with an updated "Last updated" date. Changes will not affect refund requests made before the policy update.

12. Contact Us

If you have any questions about our Refund Policy, please don't hesitate to reach out:

- Email: titifel01@gmail.com
- LinkedIn: <https://www.linkedin.com/company/0xlabs-tm>
- X (Twitter): <https://x.com/0xTitifel>