

# Subscription Terms & Conditions

Last updated: 19/07/2024

We welcome you to our service provided by StreamHub SL, from now on "Provider" with address C/ Velázquez 10, 1º - 28001 - Madrid - Spain Company Registration Number: B13886122. If you have any questions please do not hesitate to contact our customer service team by sending an email to [info@vipbluster.com](mailto:info@vipbluster.com) By making use of our services, you acknowledge and fully accept the terms and conditions set out in this document. We strongly recommend that you review them carefully before continuing to use our services.

## Payment

Below we provide you with all the relevant information about our tariff and the payment process:

The cost of the service is \$ 7.99 every 28 days. The subscription will be automatically renewed every 28 days until you decide to cancel your account.

The Provider reserves the right to make promotional campaigns of the service with free trial periods or at a reduced price. In the case of users who sign up for such promotions, they may cancel the service before the end of the trial period corresponding to the promotion and will not be charged the full price of the subscription. In case users with a trial period do not cancel their subscription before the end of such period, the subscription to the service will be automatically activated for a fee of \$ 7.99 every 28 days.

It is important to note that the tariff is subject to change and will be communicated to you by prior notification. At the time of billing, the fees or charges corresponding to the method of payment will be applied. Subscription fees will be charged at the beginning of each subscription period and will renew every 28 days until you choose to cancel your subscription. The billing date may vary in some cases, for example, if the payment method is not set up correctly.

The payment method offered is payment by bank card. Please note that the issuer of the payment method may apply fees or related charges. We recommend you contact your bank or bank card issuer for more information on such fees. All prices quoted include taxes but do not include payment method fees or commissions.

By agreeing to these Terms of Use, you represent that you will make payments with funds from legitimate sources. Furthermore, by accepting these Conditions, you consent to the transmission of your data (first name, surname, address, e-mail address, and bank card details) to the payment method provider for processing payments. The payment method provider complies with the Payment Card Industry Data Security Standard (PCI DSS). If a payment is rejected for reasons attributable to the provider, we ask you to contact us via email [info@vipbluster.com](mailto:info@vipbluster.com). If a payment is not accepted and you do not cancel your account, we may suspend your access to the premium account services until a valid payment method has been successfully uploaded.

It should be noted that you are responsible for any charges related to Internet access.

If you qualify, the payment method will be authorized for a maximum of approximately one month. Your payment method will not be charged if you cancel your subscription before the end of the free

trial period. We may also periodically authorize your card in anticipation of future membership fees or other charges. These charges are due in full at the time of payment. At any time and for any reason, we may offer you refunds, discounts, or other consideration at our discretion. The decision to grant such benefits, as well as the form and amount, is at our sole discretion. However, the granting of a rebate, discount, or other consideration in any one case does not imply a right to receive future rebates or similar benefits, nor does it obligate us to grant them in the future under any circumstances.

We reserve the right to change applicable fees and taxes and to add new fees and charges at any time. We will inform you of these changes in advance by email. If there are any changes to your payment method information, such as the expiry date of your bank card, you can update the information by contacting us at the following email address [info@vipbluster.com](mailto:info@vipbluster.com).

To ensure the security of all our customers, a bank card verification fee ranging from USD 0.00 to USD 5.00 may be applied. Please note that this fee will be automatically refunded to your account and is only used to validate the payment method. The verification fee may be charged during the first 28 days after registration and at any time during the provision of the service. In some cases, you may be required to enter a variable amount to verify your status as a legitimate and authorised account holder. If you have any questions about these fees, please do not hesitate to contact us via email [info@vipbluster.com](mailto:info@vipbluster.com).

Once you have successfully registered, you will receive a confirmation email containing your subscription details such as the portal name, subscription price and duration, login details, renewal date, renewal price, renewal duration, your email address and an unsubscribe link.

Charges associated with this service will appear in your bank account as [vipbluster.com](http://vipbluster.com)

The Provider informs that the service has changed the fee to \$ 7.99 every 28 days as of 19/07/2024. Users who have subscribed before the price change became effective, will keep their subscription at the original price:

Country	Tariff
Eurozone	24,99 €
United Kingdom	24,99 £
Sweden	289.99 kr
United States	24,99 \$

## Cancelation

At service, we value your freedom of choice and give you the option to cancel your subscription at any time. We want to ensure you have a hassle-free experience, so we offer you the flexibility to access the service until the end of your billing period. To cancel your account, simply follow these steps:

Log into your account on the service Portal.

Look for the "Cancellation" option and click on it. This will open the cancellation website [vpn.vipbluster.com/contact](http://vpn.vipbluster.com/contact) enter the email address you used in the subscription process and select the option "I want to unsubscribe". All that remains is to accept the Captcha and submit the form. The unsubscribe will be done automatically. If you wish, you can go directly to the cancellation website.

Alternatively, you can contact our customer service team by sending an email to [info@vipbluster.com](mailto:info@vipbluster.com). We will be happy to assist you with the cancellation process.

It is important to note that you must cancel your subscription before the renewal date of each period to avoid additional charges. If you do not cancel in time, your subscription will automatically renew and you will be billed for the next period.

Please note that if you choose to cancel your subscription, it will take effect at the end of your current subscription period. This means that you will continue to have full access to service for the remainder of the payment period, but no refunds will be given for partial periods.

**Fraud and unauthorized use:** At service, we care about your security and protection against fraud. If you identify any charges on your account that you do not recognize, have not authorized, or are not related to you in any way, we will refund you in full. If you experience a fraudulent charge to your account, we urge you to contact our support team immediately via [info@vipbluster.com](mailto:info@vipbluster.com) so that we can take appropriate action.

**Refunds are not accepted:** Please note that payments made are non-refundable and we do not accept refunds for partial months of subscription or for content not viewed. In exceptional circumstances and at our discretion, we may offer refunds according to our Refund Policy, discounts, or other compensation. However, the decision to grant them, how they are granted and the amount will be subject to our assessment.

Upon termination, you must understand and acknowledge that we will have no further obligation to provide you with access to the Portal or the Services, and all licenses and rights granted under the Terms and Conditions will cease immediately. This means that you will not be able to access any content, material, or information, which you have submitted or which is linked to your account. In addition, the Provider shall not be obligated to maintain any information stored in our database relating to your account or to provide copies of such information to you or any third party.

Please note that any suspension, termination, or cancellation will not affect your obligations to the Provider under the applicable Terms and Conditions. This includes, among others, ownership and possession rights, indemnification provisions, and limitations of liability, which shall remain in effect even after termination.

## **Refund Policy**

Refunds are available only for the most recent month of your subscription and must be made within twenty-five days of the billing date of the most recent month. Subscription fees for all previous months before the most recent month are non-refundable under any circumstances.

To request a refund, contact our team at [info@vipbluster.com](mailto:info@vipbluster.com) with your subscription details and the reason for your request. Our team will review your request and respond within two business days. If your refund request is approved, the refund will be processed and a credit will be applied to your original method of payment within fifteen business days.

We reserve the right to deny refund requests if there is evidence that you have abused our subscription plan or services. For instance, If you have subscribed multiple times (more than once) within the 12 months before the refund request, only one refund will be granted for the total number of subscriptions made during that period.

We reserve the right to amend this refund policy at any time. Any changes will be informed by email and will take effect immediately.