Subscription Policy

Last updated: 06/07/2026

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 and share capital: € 3.000. If you have any questions, please do not hesitate to contact our customer service team by sending an email to 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 $ 29.99 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 offer promotional campaigns. However, you explicitly acknowledge that this specific subscription plan does not include any free trial period, and the full tariff shall be billed immediately upon registration.

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 chosen 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 validation or tokenization fails to set up correctly.
The payment methods offered include payment by bank card, Apple Pay, and Google Pay. Please note that the issuer or provider of the payment method (including Apple Inc., Google LLC, or your banking institution) may apply transaction fees, currency conversion rates, or related technical charges under their own independent terms. We recommend you contact your bank or payment platform provider 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 processing of your billing data and secure payment tokens by our integrated payment method providers and gateways for processing automated recurring billing. The payment method providers comply with the Payment Card Industry Data Security Standard (PCI DSS). If a payment is rejected or fails for reasons not attributable to the Provider, we ask you to contact us via email info@vipbluster.com. If a recurring payment is not accepted and you do not cancel your account, we may immediately suspend your access to the premium network servers and account services until a valid payment method has been successfully updated and charged.

It should be noted that you are solely and entirely responsible for any charges, data caps, or limitations related to your own Internet access and telecommunications providers.

As this plan does not feature a free trial period, your payment method will be charged immediately upon successful registration. We may also periodically authorize your card or digital wallet 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 or changes to your digital wallet tokens, you can update the information by contacting us at the following email address info@vipbluster.com.

To ensure the security of all our customers and mitigate fraudulent account creation, a temporary bank card or wallet verification authorization hold ranging from USD 0.00 to USD 5.00 may be applied. Please note that in most cases this amount is a temporary hold that will be automatically released or refunded to your account and is used exclusively to validate the legitimacy of the payment method. This verification process may be executed during the first 28 days after registration and at any time during the active provision of the Service. In some cases, you may be required to enter a variable verification amount or complete a 3D Secure protocol to verify your status as a legitimate and authorized account holder. If you have any questions about these verification procedures, please do not hesitate to contact us via email info@vipbluster.com.

Once you have successfully registered, you will receive a confirmation email containing your subscription details such as the Platform domain, 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 or digital wallet statement as vipbluster.com

Cancellation

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 infrastructure until the end of your paid 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. 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 unsubscription 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. We will be happy to assist you with the cancellation process.

It is important to note that you must process and complete your cancellation before the automated 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 our network service for the remainder of the payment period, but no statutory or mandatory 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, we will investigate the transaction. Full refunds will be issued strictly if the unauthorized use is verified and did not involve your validated authentication security protocols (including but not limited to 3D Secure, FaceID, TouchID, or localized mobile banking app confirmation). If you experience a genuinely fraudulent charge to your account, we urge you to contact our support team immediately via info@vipbluster.com so that we can take swift appropriate action.

Refunds are not accepted by default: Subject to your express waiver of the right of withdrawal upon execution, all recurring payments made are final and non-refundable, and we do not accept refunds for partial months of subscription or for periods where the VPN service was unutilized. In exceptional commercial circumstances and at our absolute discretion, we may offer refunds strictly according to our Refund Policy, discounts, or other compensation. However, the decision to grant them, how they are granted, and the final amount will be subject entirely to our technical 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 network infrastructure, and all licenses, configurations, and rights granted under these Terms and Conditions will cease immediately. This means that you will not be able to connect to any network endpoint or access information linked to your account. In addition, the Provider shall not be obligated to maintain any configuration data stored in our database relating to your account or to provide copies of such technical information to you or any third party.

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

Refund Policy

Refunds are available exclusively for the most recent month of your subscription and must be requested 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 completely non-refundable under any

circumstances.

To request a refund, contact our team at info@vipbluster.com with your subscription details and the objective 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 (bank card, Apple Pay, or Google Pay) within fifteen business days.

We reserve the right to deny refund requests if there is technical evidence that you have abused our network protocol, system bandwidth, or subscription plan. 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.