Subscription Terms & Conditions

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.

Legal framework

The applicable law in es shall govern the interpretation of these Terms of Use. To the maximum extent permitted by applicable law and without prejudice to mandatory consumer protection regulations that establish alternative statutory venues for consumers (B2C), it is agreed that for any claims, disputes, or controversies arising in connection with the Services, software, or the processing of payment methods, the competent court shall be the court of Madrid, es. Both parties explicitly acknowledge the exclusive jurisdiction of such courts for non-consumer transactions. Pursuant to European Regulation (EU) No 524/2013, the European Commission provides an Online Dispute Resolution (ODR) platform for consumers, which is accessible via the official secure link at https://ec.europa.eu/consumers/odr/. It is important to note that this jurisdiction provision shall remain fully valid and binding even after the termination, cancellation, or expiration of your right to use this Service.

VPN Platform and Service

The Service offers a VPN (Virtual Private Network) that creates a secure and encrypted tunnel for your internet connection, protecting your data transmission, masking your real IP address, and allowing you to route your network traffic with enhanced privacy and security. Both our web platform (the "Portal") and our platform, which includes all of its technical features, network server infrastructure, proprietary software, configurations, website, and user interfaces (collectively, the "Provider" or the "Service"), are made available following the terms and conditions outlined in these Terms of Use (the "Terms"), as well as in other agreements and documents referenced in this text, including any future modifications (collectively, the "Agreement"). By using the Portal and/or the Service, whether as a registered user or an authorized user of the Service, you agree to this Agreement. You acknowledge that this Agreement constitutes a legally binding contract between you and StreamHub SL ("provider", "we", "us"). If you do not wish to be bound by these Terms, we recommend that you immediately stop using the Portal and the Service.

Agreement in force

By entering and using our Services, you agree to the terms and conditions set forth below. Please note that no contract or agreement has been formed until you have been accepted by the Provider to receive our Services. In addition, we reserve the right to refuse any request to use the Services for any reason.

Use of the Services is strictly limited to individuals of legal age. Accordingly, by using the Services, you affirm and warrant that you are at least eighteen (18) years old or the age of legal majority applicable in your country, that you possess the necessary legal capacity to accept these Terms and Conditions, and that there is no impediment or prohibition under the regulations applicable to you

that prevents you from using the Services.

To use our Services, you are required to create an account. During the registration process, you will be asked to provide certain personal information, such as your email address, a secure password, your first and last name, as well as your payment method details.

The credentials stored are used only for the internal use of the Service. None of the data provided by users is used for third-party commercial exploitation.

By providing us with your data and establishing a contractual relationship, you understand that the Provider may send operational communications to your email address, including customer service-related information and transaction confirmations. Furthermore, in accordance with applicable e-commerce regulations (including Article 21.2 of the Spanish LSSI-CE), the Provider may send you commercial updates, newsletters, and offerings regarding our own similar VPN services. You maintain the absolute right to opt out of these commercial updates at any time, free of charge, by using the opt-out link provided in each email or by contacting customer support.

EXPRESS WAIVER OF THE RIGHT OF WITHDRAWAL (DESISTIMIENTO): By subscribing to our digital services, you explicitly request and provide your express prior consent for the immediate execution and performance of the VPN Service upon successful registration. You explicitly acknowledge and agree that, pursuant to Article 16(m) of the EU Consumer Rights Directive (2011/83/EU) and applicable national consumer laws, once the digital execution of the Service has begun, you completely lose your statutory 14-day right of withdrawal (derecho de desistimiento).

You understand and agree that without prior notice, Provider reserves the right to amend or modify the terms and conditions of this Agreement at any time. Such modifications may become effective immediately, even before we post a new version of the terms on our Portal, or if we notify you directly of such modifications. If you choose to use our Portal and/or our Services after a modification has been posted or notified to you, you will be deemed to accept the modified or amended agreement. However, in case you do not agree with the modifications made, we recommend that you stop using our Portal and our Services.

Thank you for trusting our services. We are committed to providing you with a satisfying and safe experience. If you have any questions or concerns, please do not hesitate to contact our customer service.

Your license of use

We are pleased to offer you a limited, personal, revocable, non-transferable, non-exclusive license to use our network services, software configurations, and system protocols through our Portal, solely for personal, non-commercial purposes as outlined in these terms and conditions.

We wish to inform you that we reserve the right, in our sole and absolute discretion, to make changes to the operation, server locations, protocols, and technical architecture of our Service without prior notice. Please note that no description of the current operation of the Service should be taken as a representation or commitment to its future operation. We are always working to improve our network performance and will make adjustments as necessary, which may not be fully reflected in these Terms of Use.

Regarding the infrastructure and client software, you have permission to access and utilize them solely for your personal, non-commercial use, following the terms and conditions set forth. It is strictly prohibited to circumvent, interfere with, or bypass any security measures, authentication

firewalls, encryption layers, or other technical control measures related to the management of network nodes and digital infrastructure. You may not copy, download, transmit, reverse engineer, decompile, disassemble, redistribute, publish, modify, translate, sell, lease, or otherwise exploit the network infrastructure or client protocols without our express prior written permission. In addition, you may not incorporate our proxies, servers, or endpoints, transmit them, or provide them through frames, direct tunnels, or routing configurations unless you have our written permission. You may not create or promote any business or commercial proxy/VPN resale operation using our infrastructure, whether for-profit or not-for-profit. This restriction applies to all elements of the Service, including software code, server configurations, network architecture, designs, logos, and graphics. Also, the creation of derivative software tools, scripts, or automated connection management products based on our systems is strictly prohibited unless expressly authorized in writing by us. This prohibition applies even if the derivative products are offered free of charge.

As for network and server availability, it is important to note that bandwidth, server response times, and routing locations may vary from time to time and depending on the country. The quality, speed, and stability of the data transit may be affected by various external factors, such as your geographic location, third-party internet service provider (ISP) throttling, global routing congestion, and general internet infrastructure conditions. We cannot guarantee an uninterrupted, lag-free, or fully constant throughput experience on your system.

Finally, please be advised that the network nodes and encrypted endpoints provided through our Service are only available in the geographic areas in which we offer our Service and maintain active server infrastructure. The availability of specific IP ranges and server countries may vary or be adjusted depending on legal restrictions, maintenance requirements, or third-party datacenter availability. We use technology to verify your credentials and network connection to ensure compliance with these operational restrictions.

We appreciate your understanding and hope you enjoy our Service. If you have any questions or concerns, please do not hesitate to contact our support team.

Contact and Customer Service

If you have any concerns, please do not hesitate to contact our Customer Service team by contacting at the following email address info@vipbluster.com.

We want to ensure that your experience using our services is satisfactory. To access and use our services, your device must meet the minimum technical requirements of the Portal, such as having an active, stable Internet connection and a compatible, updated operating system or web browser.

During the time you use our services, you will be supported by our customer service. This service includes assistance with your use of our services and technical intervention to resolve problems related to your server connections or account access. In addition, we will make updates, security patches, and revisions to the Portal and network services as we deem necessary to improve your experience (collectively, "Customer Services"). You may submit inquiries or technical tickets to our Customer Service team 24 hours a day, 7 days a week, via email, and our team will make all reasonable efforts to process and investigate your request within regular operating schedules. Please note that you may need to purchase additional equipment or services from third parties, such as data plans from your internet service provider, to take full advantage of our network support. We are not obligated to offer any other assistance, hardware support, local network maintenance, or other services, or to provide assistance in other formats, such as in-person visits. If we decide at our discretion to offer additional technical assistance, it will be subject to the terms and conditions outlined in this document.

We are committed to providing you with quality service and are available to answer your questions and assist you in any way we can.

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.

Right of termination

We reserve the absolute right to terminate, suspend, or restrict your use of our Network Service and block your access to our VPN nodes at any time and without prior notice, for any reason we deem necessary, including but not limited to, suspected system abuse or network degradation caused by your account.

We want you to have a satisfactory experience with our services, so we offer you the possibility to submit complaints or comments on any operational aspect you deem necessary. If you wish to submit a complaint, please send us an email to info@vipbluster.com, providing a brief description of the technical reasons for your complaint. We undertake to review all complaints received within 14 working days and will inform you of the results of our investigation.

At service, your satisfaction is our priority, and we work continuously to provide you with quality service and to improve based on your comments and suggestions.

Your responsibilities

At service, it is paramount that you use our network services and infrastructure in an appropriate, lawful, and strictly non-commercial manner. As a user, you have the absolute responsibility to comply with the following terms and restrictions to ensure a safe, legal, and respectful network environment for everyone:

1. Use the Provider's Services, client software, and server connections following the rights of third parties, including patents, trademarks, trade secrets, copyrights, privacy, publicity, and other proprietary or digital rights.

2. Not to access the Portal or use the Provider's infrastructure in ways not authorized by the Provider, including using custom scraping scripts, bots, or technical means to access, index, map, or link to the Provider's network nodes without express permission. This also includes avoiding the removal, disabling, overriding, or circumvention of encryption layers, firewall access control mechanisms, or server token keys designed to prevent unauthorized routing, access, or distribution of the Provider Services.

3. Not to run network scanning tools, automated vulnerability detectors, port mappers, or automated traffic-generation scripts designed to test, strain, or map the technical vulnerabilities of our VPN endpoints and internal server nodes.

4. Not introduce viruses, trojans, worms, logic bombs, or other malicious computer code that may interrupt, destroy, compromise, or limit the functionality of the routing software, server hardware, or telecommunications equipment related to the Provider's network nodes.

5. Not to damage, disable, overload, alter, or otherwise gain unauthorized root access to Provider's Services, including its backend servers, network routing infrastructure, physical datacenters, or other user accounts.

6. Not to suppress, modify, disable, block, obscure, or interfere in any way with any user interfaces, system notifications, or security alerts related to the Provider's Services.

7. Not to use the Provider's network infrastructure to advertise, resell bandwidth, host proxy pools, or promote commercial telecommunication services that have not been expressly approved in advance in writing by the Provider.

8. Not collect or harvest personal information or log information of other network users in violation of the Supplier's Privacy Policy.

9. Not to use the encrypted tunnel or VPN Service to transmit or promote conduct that constitutes a criminal offense, violates applicable cybersecurity laws, distributes illegal content, or gives rise to civil, administrative, or criminal liability.

10. Not to violate these Terms and Conditions, acceptable use policies, or any network guidelines issued by the Provider.

11. Not to interfere with other users' bandwidth, network latency, connection stability, and fair enjoyment of the Provider's Services.

We remind you that you accept the following conditions:

To utilize the encrypted tunnel, routing network, and client software exclusively for personal and private secure browsing use, without direct or indirect commercial resale purposes.

Not to encourage or assist others to duplicate, reproduce, loan, rent, broadcast, redistribute, or commercially exploit our network access keys, server configurations, or access credentials.

Not to encourage or assist others to circumvent, modify, delete, reverse engineer, decompile, disassemble, alter or tamper with any authentication technology, cryptographic keys, tokenizations, or other rights management and infrastructure software that is part of the Service or how the secure tunnel is established on your system.

Suspension of services

We hope not to have to take these actions, but from time to time, we may modify, suspend, upgrade, or discontinue temporarily or permanently all or part of the Provider's Services, including specific server locations, encryption protocols, and technical access methods, about all or part of the users, without notice. This decision is at our entire discretion and we shall not be liable for any modification, downtime, packet loss, server suspension, or discontinuance of the Provider Services. However, in some cases, we may offer you credit, voluntary rebate, or other form of compensation at

our discretion. If we terminate your account or suspend/discontinue your access due to a violation of the Terms or suspicious legal abuse of our network, you will not be eligible for any compensation or refund whatsoever.

At service, we are committed to providing you with quality service and safety, and we appreciate your cooperation in maintaining a respectful environment and fulfilling these responsibilities.

Copyright and intellectual property

All software code, routing system architecture, user interfaces, documentation, and digital designs available on the Portal are the exclusive property of the Provider, either directly or through agreements with third parties unless otherwise indicated. These materials may not be used, copied, or modified, except as strictly provided in these Terms and Conditions, without our prior written permission.

You recognize and agree that certain encryption tools or network technologies provided are the proprietary property of third-party licensors. Each licensor has the right to enforce the relevant provisions of these Terms directly against you to protect their technology, without prejudice to any other rights and remedies available.

Links to other Portals

The Portal or Services may contain links to websites other than service. These links are provided for your convenience, but we do not control or endorse these websites or have any association with their operators. We are not responsible for the activities, privacy policies, or content of these websites, nor do we assume responsibility for any damage, injury, cyber threat, or loss you may suffer as a result of using or accessing them through or outside our network.

Trademarks

The Provider, its logo, brand names, and all trademarks of the Provider's products or network services are the exclusive property of the Provider. All other trademarks such as logos, images, products, and company names mentioned on the Portal or any device are the property of their respective owners. No license or right is granted to you to use, modify or delete such material.

Force majeure

We will not be liable to you for any failure, packet loss, network down-time, or delay in performing our obligations due to events beyond our reasonable control, such as distributed denial of service (DDoS) attacks, upstream transit provider routing failure, global cyber warfare, ransomware epidemics, strikes, shortages, riots, insurrections, fires, floods, storms, explosions, natural calamities, war, terrorism, governmental action, telecommunication regulatory interventions, labor conditions, earthquakes, material shortages, Internet connection problems experienced by major tier-1 telecommunications providers and not related to our direct local server infrastructure, or the inability to locate a Provider facility. If a force majeure event occurs, we will be relieved of our obligations for as long as such event continues and for such additional time as we reasonably need to recover from its effects.

Warranty Disclaimer

The user explicitly understands and assumes that the use of the network services contracted with the company is at the user's own sole risk. The company and its infrastructure suppliers provide a

defined service on an "as is" and "as available" basis without express or implied legal, statutory, or other warranties of any kind. This includes but is not limited to, the implied warranties of merchantability, fitness for a particular purpose, non-infringement, or absence of technical defects. The company does not warrant that the contracted network services will meet your specific geolocation bypass needs, maintain constant anonymity against all advanced tracking systems, or extend indefinitely in time. Nor do we warrant that the routing services will at all times be delivered correctly, uninterruptedly, securely, free of packet loss, errors, viruses, or IP blocklists enacted by third-party web platforms. Likewise, the safety, speed, or quality of data routed through our Service is not guaranteed. The transmission, routing, or download of any data or material through the Service is done under the ultimate responsibility of the user and the user assumes any damage, data leakage, or harm that may occur in its computer system or operational business as a result of it.

General Summary

-You recognize and agree that you are not a beneficiary of any obligation owed by Provider to any third party, and no other person is a beneficiary of any obligation owed to you by the Provider.

-It is established and agreed that no joint venture, partnership, employment, or agency relationship exists between you and Provider as a result of this Agreement, or as a result of your use of the Portal or the Service.

-You agree to indemnify, defend, and hold harmless Provider, its owners, subsidiaries, affiliates, officers, directors, and employees, harmless from any third-party claim, demand, liability, administrative fine, or damage, including reasonable attorneys' fees and legal costs, asserted by any third party or public authority due to or arising out of your unlawful use of the VPN network, your transmitted data traffic, or your access to the Site and/or the Service.

-If any provision of this Agreement is held invalid, illegal, or unenforceable by a court of competent jurisdiction, including, but not limited to, the disclaimers of liability and limitations of warranties set forth above, such provision shall be severed or modified to the minimum extent necessary, and the remaining provisions shall remain in full force and effect.

-The failure of the Provider to take action concerning a breach by it or others shall not constitute a waiver by the Provider to act regarding subsequent or similar breaches.

-You are not allowed to assign or transfer any rights or obligations under this Agreement, including, without limitation, your network credentials or account access, and any attempt to do so is completely void.

-This Agreement represents the entire agreement between you and Provider concerning the matters contained herein. In the event of a conflict, these Terms shall prevail over any other provision of the agreement. Unless otherwise specified, no modifications to this agreement may be made unless such modifications are in writing and published or signed by an authorized representative of the Provider.

-The section headings in these General Terms and Conditions are provided for convenience only and have no legal or contractual effect.

-A printed version of this agreement shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records created and maintained in printed form.

-This Agreement shall be governed by and interpreted under the laws of es.