

Payment policy

1. PROXY-MAN takes financial liability for client's account balance at any particular time except the cases when the client's account details (login, password) were disclosed by the client himself or by all means and for any reason on the Internet. Company's financial liability begins with the first successful customer's payment to the PROXY-MAN and lasts up to the full expenditure of the Client's funds.

2. The only official ways of depositing are the ways listed at the company's official websites (proxy-man.com; proxy-man.ru), in official desktop application and in telegram bot. Client bears all the risks related to the usage of the payment service providers. The payment service providers are not partners of the company and do not account to the company. PROXY-MAN is not liable for any canceling or delay of funds transaction which may occur due to the payment service provider. The Company is not liable for the operation of any third-party service providers, which the customer may use to make any payment. In case that client has any complaints related to any of the payment service providers, he should contact the support of this payment service provider.

3. In the event of any fraudulent conduct appears during a transaction or after it, the Company has the right to cancel this transaction and to freeze the Client's account until the circumstances are clarified.

4. In the event of any technical errors which may appear during the financial transaction the company has the right to cancel such payment and all other client's financial activity at the company's website.

4.1. Any use of technical errors or security flaws for any purpose is prohibited

5. PROXY-MAN is not a tax agent and therefore shall not provide clients' financial information to any third parties. This information will not be disclosed unless officially requested by government authorities.

6. The Client agrees to pay for all goods and/or services he ordered on the Website of the Company, as well as for any additional charges (if necessary), including, but not limited to: all possible taxes, charges, fees etc.

7. PROXY-MAN receives a payment only in the amount specified by the client on the Website, and does not take responsibility for user's costs related to the mentioned above additional expenses.

8. If the funds have not been accrued to the PROXY-MAN account balance for any reason, the Client must make sure, that no more than 1 (one) calendar week has passed, in order to apply for funds depositing. If the payment error occurred more than 1 (one) calendar week before the date of the request, the Company may consider accruing funds to the

Client's balance only if the Client provides full information about the date, time, method of payment, as well as any additional information at the request of the Company.

9. After clicking the "TO PAY" button the transaction is irrevocably considered to be processed and executed. By placing any order with the PROXY-MAN, the Client confirms that he does not violate legislation of any country. Please remember that only you are responsible for paying for all goods and/or services you have requested through the Website and for any additional expenses that can be applied to this payment. PROXY-MAN is acting only as the executor of payment in the amount stated by the Client on the Website, and it is not responsible for pricing, total prices and/or total amounts.

10. In the event that you do not agree with the above-mentioned terms and conditions and/or other reasons, we advise you not to proceed with the payment and contact the support center of PROXY-MAN, if it is necessary.

11. When you pay for your order by bank card, payment processing (including entering the card number) takes place on a secure page of the processing system, which has passed an international certification. This means that your confidential data (card details, registration data, etc.) do not come to our project, their processing is fully protected and no one, including our project, cannot get personal and bank customer data. When working with card data the information security standard developed by international payment systems Visa and Payment Card Industry Data Security Standard (PCI DSS) is applied that provides secure processing of Holder's bank card requisites. The used data transfer technology guarantees the security of Bank Card transactions by using Secure Sockets Layer (SSL), Verified By Visa, Secure Code protocols, and closed banking networks with the highest degree of protection.

Refund Policy

Please read this document carefully before you start using the service for it will regulate the sensitive process of dispute settlement and moneyback questions that may arise out of the use of the services

1. PROXY-MAN does not refund money for purchased proxies if the proxy allows you to establish an Internet connection. PROXY-MAN does not guarantee that the Client will be able to establish a connection to the website he needs using the purchased proxy. Refunds are possible only if the proxy does not pass the health check on several proxy verification services. The evidence of the proxy's malfunction lies on the Client's side. The Client agrees to this when purchasing any product or service on the official websites (proxy-man.com), the official desktop application and in the Telegram bot. It is recommended that you contact PROXY-MAN support for help if you have any problems receiving or using our products

2. The Refund is carried out in full (excluding the conditions listed below) subject to verification of the order in the first 48 hours after payment. It is strongly recommended not to ignore this clause of the Policy.

Non-refundable events:

- The Client has violated the provisions of any of the accepted documents within the Service (Terms of Use, Privacy Policy, etc)
- The Client has been using or has an intention to use the Service in an illegal way
- The Client has chosen the purpose of use contrary to the terms of our website.
- The Customer provided the PROXY-MAN with incorrect data during the registration process.
- Connection quality and connection speed are limited to third party capacities and are out of the scope of the PROXY-MAN control. PROXY-MAN hereby do not guarantee any quality measurements for internet connection quality provided by the third-party Internet Service Providers and you hereby agree that any concern related to the connection speed parameters is a non-refundable event.
- As far as The Customer may use third-party and/or proprietary Software to access the System and/or for use of the System the PROXY-MAN will take no responsibility on Customer Software compatibility with the System.

3. The Client may request a refund (excluding any fees) within 72 hours in the following cases:

- malfunction of the purchased proxy server and the inability to replace it with another one;
- inability to connect to the IP (provided that you contact our support service and get confirmation by a technical specialist);
- The IP address(s) turned out to be non-working and the possibility of replacement with another one within the paid location is missing/refused

4. If the Client has successfully purchased and used at least one proxy after depositing the balance, the funds remaining on the Client's balance cannot be refunded.

5. The information about problems with the use of products of PROXY-MAN must be passed to our support service within 2 (two) days from the date of purchase of the proxy. Otherwise, the product will be considered successfully used.

6. When the replenishment of the Client's account balance was made by any means within a period exceeding 1 (one) calendar week before contacting the PROXY-MAN support service, any refund is not possible.

7. If the Client has successfully replenished the balance of his account, then successfully purchased and used one or more proxies, and then again replenished the balance and did not make any other purchases after that, only the replenishment that was not used by the Client for purchasing goods and/or services of PROXY-MAN is subject to refund

8. PROXY-MAN does not satisfy refund/exchange requests in case the Client does not provide the requested from him by PROXY-MAN additional information within 14 (fourteen) days.

9. According to the Refund operation procedure, refunds to the Client are processing in the following way:

9.1. The Client files with the PROXY-MAN service a request for a Refund Operation using the support email: refund@proxy-man.com, from the e-mail to which a client's account was registered. The request must specify: the refund amount, payment system, details for the transfer of funds, as well as the reason for the refund.

9.2. PROXY-MAN reviews the request within 5 business days. At the same time, the refund period may be extended for reasons beyond the control of PROXY-MAN.

9.3. PROXY-MAN is obliged to offer alternative options for the provision of the Service. If this is not possible, then PROXY-MAN is obliged to make a refund, within the framework of this document.

9.4. PROXY-MAN service determines the amount of a refund based on the balance of the Client. At the same time, the payment system may deduct a commission for the refund operation.

9.5. PROXY-MAN does the Refund operation based on the method of refund specified in the Client's request, and if it is not possible to refund the Client's money according to the selected refund method, the PROXY-MAN service offers the Client other ways to do the Refund operation.

9.6. If the Client does not specify the method of refund in the request, the refund is made to the payment method with which the Client previously replenished the balance of the PROXY-MAN account.

10. If the Client's account is blocked for violation of the rules for using the Service, no refund is made.

11. Before sending a refund request, the Client must be sure that such a request does not contradict this Refund Policy and/or any document presented on the sites <https://proxy-man.ru>; <https://proxy-man.com>