

Hide My Ass! Refund Policy I Hide My Ass!

If you are having technical difficulties please email our support team (info@hidemyass.com) before claiming a refund as they will be happy to solve any problems.

Money back guarantee:

New orders are covered by our money back guarantee, except for orders made via OneBip or through the Apple iTunes Store, which we are unable to refund.

You are entitled to a full refund on an order if all of the following apply:

- it is the first order made on your account (e.g. renewals do not qualify);
- you claim your refund within 30 days of your order date;
- you have complied fully with section 2 (Your status), section 5 (Prohibited Uses) and section 9 (Viruses, hacking and other offences) of our VPN terms of service;
- you send an email to info@hidemyass.com stating your VPN user name and the reason for your cancelling the service;
- you have used less than 10GB of bandwidth (data transfer - total of upload and download activity through the VPN);
- you have not exceeded 100 sessions (the number of times you have connected to our service); and
- you have not previously claimed a refund from us under this policy (e.g. for another account).

If you have exceeded the 10GB bandwidth limit but your original order is for more than one month, we may charge you based on your usage and issue a partial refund to you. Such partial refunds are made at our sole discretion.

Cancellation policy

If you have not selected "automatically renew" we will not extend your subscription unless you ask us to do so.

If you have selected "automatically renew" when ordering the service you can change this by logging into your control panel at <http://vpn.hidemyass.com> and navigating to the 'Billing management' page, where you can find the cancellation button. If you have any trouble with this, please contact our customer services (info@hidemyass.com) who can change this for you.

We offer a completely transparent service when it comes to automatic billing:

- An option before ordering allows you to choose between manual or automatic billing.
- You can disable automatic renewal by logging in to your control panel at any time.
- Please note it is your responsibility to turn off automatic billing if you no longer wish to use our service.

Questions?

Please do not hesitate to contact us for more information: info@hidemyass.com

