

## Refund Policy

Last updated: 14.04.2026

By using our services, you acknowledge that you have read, understood, and agreed to be bound by this Refund Policy, our Privacy Policy, and our Terms of Service.

As the operator ("we", "us", the "Company") of <https://ake.net/> (the "Website"), we provide proxy services to our customers ("you" or the "Customer"). This Refund Policy, together with our Privacy Policy and Terms of Service, explains how refund requests and related disputes are handled.

If any issue, discrepancy, or disagreement arises in connection with the use of our services, you are required to follow the dispute resolution procedure described below.

Any request for a refund must be submitted within 24 hours of the relevant purchase. Certain products, including Unlimited proxies, are non-refundable except where applicable law requires otherwise. In appropriate cases, we may decide to grant a refund even where the standard conditions are not met. Once approved, refunds are processed within 14 days from the date the request is received. For security and quality-control purposes, communications between customers and our support team may be monitored or recorded.

### REASONS FOR REFUND

You may be eligible to request a refund in the following situations:

- › **Duplicate payment.** You were charged twice by mistake when adding funds to your account.
- › **Duplicate purchase made in error.** The same package was purchased more than once unintentionally, and the additional package has not been used.
- › **Service inconsistency.** The service provided materially differs from what is described in our Terms of Service.

**No refund will be issued in any of the following circumstances:**

- › **Unlimited proxies.** Purchases of Unlimited proxies, including Mobile, Residential, and Corporate plans, may be refunded only if the request is made within the first 24 hours after purchase and total data usage remains below 500 MB. After that point, these products are non-refundable except where applicable law provides otherwise.
- › **Breach of acceptable use rules.** No refund will be provided if you have violated your obligations regarding permitted use of the system or services under the Terms of Service.
- › **Account restriction or termination.** No refund will be provided if your account has been limited, suspended, or terminated due to unlawful conduct.
- › **Connectivity and performance.** No refund will be provided where connection speed or service quality depends on third-party providers outside our control. We do not guarantee the exact performance levels offered by external internet service providers (ISPs).
- › **Use of data transfer.** No refund will be provided once you have started sending and/or receiving data through the system.
- › **Incomplete registration information.** No refund will be provided if inaccurate, inconsistent, or incomplete information was supplied during registration.

- › **Original payment method.** Any approved refund will be returned only to the payment method originally used for the transaction. No exceptions apply.
- › **Service delivered as agreed.** No refund will be provided where the quality of the services supplied is consistent with the Terms of Service.
- › **Software compatibility.** We are not responsible for compatibility issues between our system and any third-party or custom software used by you.
- › **Testing periods.** Testing time is not refundable, including cases where a promotional code is used together with an account top-up and funds are then spent from the combined account balance.
- › **Manual payments.** No refund will be provided for manually processed payments.

We reserve the right to amend, replace, or update this Refund Policy at any time. Any changes become effective immediately once published on the Website.

If you need any further information about this Refund Policy or our Privacy Policy, please contact us at [support@sx.org](mailto:support@sx.org).