

Refund & Payment Policy

Last updated: 9 September 2026

Payment questions, mistaken charges, refunds and cancellation.

1. Scope during Founding Beta

GridHunter Founding Beta access is free. No subscription payment is required to use it. A payment specifically labelled as voluntary support is separate from VPN access and does not buy or extend access, increase limits or unlock features.

This policy applies to support payments where offered and explains how to contact us about payment problems. Any future paid service or recurring arrangement must have its own clearly presented purchase conditions. Technical support for payment processing does not itself enrol you in a paid plan.

2. Before making a payment

Check the purpose, amount, currency and any recurring-payment information shown at checkout. Payments are processed by the provider identified there, which may be Lava.Top. The provider or your bank may apply currency conversion or other charges; review any charges disclosed before authorising payment.

Do not treat a payment described as a VPN plan or access purchase as voluntary support. If the description conflicts with what you intended to pay for, contact us before proceeding.

3. Pending, failed or unexpected payments

Payment confirmation may take time to reach GridHunter. If your bank shows a charge but the payment appears pending or failed, contact support before trying again. An unconfirmed screen message does not by itself establish whether funds were collected.

We will check the available transaction records and, where necessary, work with the payment provider to clarify the result. Duplicate processing notifications do not represent permission to charge you again. If you see more than one actual charge for a single intended payment, report it.

4. Requesting a refund or correction

You may ask us to review an accidental or duplicate payment, an incorrect amount, an unauthorised transaction or another payment complaint. We consider the transaction circumstances, the conditions presented when it was authorised and applicable mandatory rights.

Voluntary support does not guarantee a particular beta feature or period of availability. This does not establish a blanket "no refunds" rule and does not limit any right to withdrawal, reimbursement or another remedy that applies by law.

Contact us promptly if a payment was unauthorised, and notify your payment provider or bank through its own security and dispute process. You do not need to wait for our review before exercising those rights.

5. What to send to support

Email support.gridhunter@gmail.com with the following information, where available:

- the email address associated with the payment or GridHunter account;
- the payment reference from your receipt;
- the date, amount and currency;
- a short explanation and the outcome you are requesting.

A redacted receipt can help locate the transaction. Do not send your password, complete card number, card security code or bank login details. We may ask for proportionate additional information to identify the transaction and verify the request.

6. How refunds are processed

An approved refund is arranged through the payment provider. A request or acknowledgement from GridHunter is not itself confirmation that funds have been returned. We will tell you the outcome and provide available refund confirmation.

The payment provider and receiving bank determine settlement time and the available return method, subject to applicable law. Any mandatory refund deadline remains applicable. Partial refunds and transactions that cannot be matched reliably require individual review.

A refund of voluntary support does not reduce your eligibility for the free beta. If a separate paid purchase is refunded in the future, any effect on paid access must follow the purchase terms and applicable law and be explained to you.

7. One-time payments and renewals

A one-time payment does not create automatic renewal. If a recurring arrangement has been separately offered and accepted, you may use the cancellation method identified by the provider or contact GridHunter support for assistance. Request cancellation before the next scheduled charge and keep the confirmation.

A cancellation request and a confirmed cancellation are different stages. If confirmation is delayed or unclear, contact us and the provider so the status can be checked. This does not postpone the legal effect of a cancellation where applicable law provides otherwise.

For a separately purchased paid service, cancelling future renewal does not by itself shorten access already paid for. It also does not automatically refund an earlier payment. Refund requests are considered separately.

8. Your rights and policy updates

Nothing in this policy restricts mandatory consumer protections, withdrawal rights, payment-dispute procedures or lawful remedies through your bank or payment provider. Provider procedures do not replace rights you may have against GridHunter.

Material changes will be identified by an updated date and communicated where required. New conditions do not retrospectively remove rights relating to a payment you have already made.