



Refund and Dispute Policy for FATAL Cybersecurity

Effective Date: 8.25.24

Introduction

At FATAL Cybersecurity, we are committed to providing top-tier cybersecurity solutions and services on a subscription basis. This Refund and Dispute Policy outlines the terms under which refunds may be issued, the process for subscription cancellations, and the procedure for resolving disputes.

Subscription Cancellation

- **Cancellation at Any Time:** Customers can cancel their monthly subscription at any time without penalty. To cancel your subscription, log in to your account on <https://fvta.com> and follow the cancellation instructions. Your subscription will remain active until the end of the current billing cycle, after which no further charges will be made.
- **No Prorated Refunds:** Upon cancellation, your subscription will continue until the end of the current billing period. Refunds will not be issued for any unused portion of the subscription.
- **Software Installation:** After your subscription is cancelled, our software will stop monitoring your systems within 12 hours.

Eligibility for Refunds

Refunds are generally not provided for subscription services. However, exceptions may be made under the following circumstances:

- **Service Not Rendered:** If the service has not been initiated or made available within the agreed-upon timeframe.
- **Product Defects:** If the software or service provided is defective and a resolution or replacement cannot be provided within 14 business days.
- **Unauthorized Charges:** If there are any unauthorized charges made to your account, you are eligible for a full refund of those charges.

Refund Process

To request a refund under the eligible conditions, please follow these steps:

- **Contact Us:** Email our support team at support@fvta.com with your subscription details and the reason for your refund request.
- **Review:** Our team will review your request and may ask for additional information to verify eligibility.
- **Resolution:** If approved, refunds will be processed within 7-10 business days to the original method of payment.



Dispute Resolution

If you have a dispute regarding any service or product provided by FATAL Cybersecurity, we encourage you to follow these steps:

- **Contact Us First:** Reach out to our support team to attempt to resolve the issue directly.
- **Escalation:** If the issue is not resolved within 14 business days, you may escalate the dispute to our management team by emailing billing@fvta.com.
- **Third-Party Mediation:** If the dispute cannot be resolved internally, you may seek third-party mediation or arbitration as a last resort.

Changes to This Policy

FATAL Cybersecurity reserves the right to modify or update this Refund and Dispute Policy at any time. Changes will be effective immediately upon posting on our website. We encourage you to review this policy periodically to stay informed of any changes.

Contact Information

For any questions or concerns regarding this policy,
please contact us at:

FATAL Cybersecurity

Email:

support@fvta.com

Website:

<https://fvta.com>