

REFUND POLICY

LAST UPDATED: 19 March, 2024.

This Refund Policy is an integral part of the [Terms of Service](#).

We rely on our users. We hope that you spend some of your time to read this Policy. If there are any terms you do not agree with please discontinue your use of our Platform.

This Refund Policy is provided by **GetBlock LLC**, a private limited company, incorporated under the laws of the Republic of Serbia under the registration number 21835790 having its registered address at: Smiljaniceva 6, Vracar, Belgrade, Serbia, 11118.

By making a purchase on the Platform, you certify that you have read, understood, and agree with this Policy. This Refund Policy covers the following purchases:

- Dedicated nodes
- Shared nodes

SHARED NODES

Unfortunately, due to features of shared nodes, we cannot provide a refund.

DEDICATED NODES

At GetBlock, we are pleased to offer a refund option to our users taking into consideration the time limits and the source of error. We are keen on conducting a proper investigation to indicate the source of error and provide a solution for that error. By indicating another source of error, we mean the errors in blockchain, internet connection, error of any independent service providers etc.

DOWNTIME FOR DEDICATED NODES:we consider the downtime as 24 hours in a row. As a refund option for downtime, we can offer to add the period of the

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contract term (DOWNTIME TERM).

Here, you can find refund options:

	Contract term remained	Error responsible	Refund options
1	> 1 month	Another source	<ol style="list-style-type: none"> 1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests, OR 3. Unused amount* less 150\$ set up fee
2	> 1 month	GetBlock's Error	<ol style="list-style-type: none"> 1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests, OR 3. Monetary refund: <ul style="list-style-type: none"> • Unused amount* less 150\$ set up fee - if the error is fixed • Full refund - if the error is not fixed
3	< 2 weeks	Another source	<ol style="list-style-type: none"> 1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests
4	< 2 weeks	GetBlock's Error	<ol style="list-style-type: none"> 1. Unused amount less set-up fee \$150, OR 2. DOWNTIME TERM, OR 3. Exchange to Shared nodes requests
5	2 weeks < term < 1 month	Another source	<ol style="list-style-type: none"> 1. Unused amount less set-up fee \$150, OR 2. DOWNTIME TERM, OR 3. Exchange to Shared nodes requests
6	2 weeks < term < 1 month	GetBlock's Error	<ol style="list-style-type: none"> 1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests, OR 3. Monetary refund: <ul style="list-style-type: none"> • Unused amount* less 150\$ set up fee - if the error is fixed • Unused amount, no set up fee - if the error is not fixed

* Unused amount is calculated as the amount paid by the user for a month less the monetary value of the term since the error appears till the time until it is fixed or the end of a month if it is not fixed.

ANY OTHER CASES EXCEPT DOWNTIME

In case the contract term is one (1) month or more and the user is satisfied with the service provided during a trial period, such user is not entitled to any refund option.

HOW A REFUND IS MADE?

By default, all amounts will be refunded via the payment method and payment means used to make the purchase. Depending on your payment method, a refund may take up to 30 calendar days.

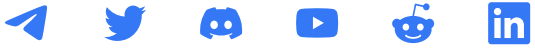
HOW TO CONTACT US

You can request a refund or get other assistance via designated account manager or the contact options set out at <https://getblock.io/contact/>.

We will make all reasonable efforts to solve your request in good faith and under applicable legislation.

Product	Chains	Explorers	Company	Partnerships	Legal Documents
Shared Nodes	Ethereum	Blockchain Explorer	About	Marketplace	Terms of Service
Dedicated Nodes	BNB Smart Chain	Documentation	Blog	Media Kit	Privacy Policy
Node Cluster	Polygon	Partners	Contact	Affiliate Program	Cookie Policy
Tracker	Solana	For Developers	FAQ	Ambassadors Program	Subscription Policy
Pricing	Base		Near startup program	Affiliate Policy	
Enterprise Solutions	Arbitrum		Ambassadors policy		
Faucets	Tron	Documentation			

SLA	Avalanche	Nodes Methods
Compare RPC	Optimism	Get Started
		Guides
		Status



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