

REFUND POLICY

LAST UPDATED: 09 April, 2025.

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

Refunds for Shared Nodes are generally not available due to the technical nature of the service, as resources are allocated and activated immediately upon payment. However, at its sole discretion, GetBlock may issue a refund in exceptional cases — such as duplicate payments or accidental annual subscriptions — provided that the user has not used the service or only used it in a limited manner.

GetBlock reserves the right to decline any refund request not explicitly covered by this Policy

To request a refund for such cases, users must:

1. Submit their request to our support team within 14 calendar days of the payment.
2. Provide relevant proof or details supporting their request (e.g., transaction IDs, payment receipts).

Since the introduction of Compute Unit-based pricing, refunds are not granted based on request limits. Users are responsible for managing their Compute Unit allocation and plan selection.

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 downtime to your contract term (DOWNTIME TERM).

Here, you can find refund options:

	Contract term remained	Error responsible	Refund options
1	> 1 month	Another source	1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests, OR 3. Unused amount* less 300\$ set up fee
2	> 1 month	GetBlock's Error	1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests, OR 3. Monetary refund: <ul style="list-style-type: none"> • Unused amount* less 300\$ set up fee - if the error is fixed • Full refund - if the error is not fixed
3	< 2 weeks	Another source	1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests
4	< 2 weeks	GetBlock's Error	1. Unused amount less set-up fee \$300, OR 2. DOWNTIME TERM, OR 3. Exchange to Shared nodes requests
5	2 weeks < term < 1 month	Another source	1. Unused amount less set-up fee \$300, OR 2. DOWNTIME TERM, OR 3. Exchange to Shared nodes requests
6	2 weeks < term < 1 month	GetBlock's Error	1. DOWNTIME TERM, OR 2. Exchange to Shared nodes requests, OR 3. Monetary refund: <ul style="list-style-type: none"> • Unused amount* less 300\$ 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, refunds are not available except in cases of verifiable technical errors attributable to GetBlock.

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.