Terms of Service

Please read these Terms of Service ("Terms", "Terms of Service") carefully before using the Getblock.io website (the "Service") operated by Getblock ("us", "we", or "our"). Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

Links To Other Web Sites

Our Service may contain links to third-party web sites or services that are not owned or controlled by Getblock.

Getblock has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that Getblock shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services. We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

Multiple accounts

Having multiple free accounts is not considered as a valid usage of our service. Contact us for more info.

Termination

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms. All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

Governing Law

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion. By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

REFUND POLICY

Last updated: January 25, 2023

PLEASE READ THIS REFUND POLICY CAREFULLY BEFORE MAKING ANY PURCHASE ON GETBLOCK.IO

This document is a supplement to the GetBlock Terms of Use and constitutes a legally binding agreement between you and GetBlock.

By making a purchase of nodes, you certify that you have read, understood, and agree with this Refund 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.

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

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, C 3. Unused amount* less 150$ set up fee

2	> 1 month	GetBlock's Error	1. DOWNTIME TERM, OR
			2. Exchange to Shared nodes requests, C
			3. Monetary refund:
			  • Unused amount* less 150$ set up fe
			    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 $150, C 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 $150, C 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, C
			3. Monetary refund:
			  • Unused amount* less 150$ set up fe
			    error is fixed
			  • Unused amount, no set up fee - if the
			    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.