Cancellation and Refund Policy: B-52

This policy applies to every B-52 order, from **Security Brigade InfoSec Private Limited**. It forms part of the B-52 Terms of Service, which call it the Refund Policy.

The short version

Where your order is	Refund
Paid, **no assessment started yet**, and you choose not to proceed	**Full refund**
Paid, no assessment started yet, and we **cannot verify you own or are authorised to test the target**, or the target is **outside our supported coverage classes**	**Full refund**
Paid, no assessment started yet, the **confirmed scope is larger** than your order, and you decline the revised quote	**Full refund**
The confirmed scope is **smaller** than your order	**No refund of the difference**: the price stands
Any assessment has started	**No refund**, including unused assessments in a Quarterly, Annual or Continuous programme and instalments already paid, except where we fail to deliver, or where section 4.3 of the Data Processing Agreement gives a prorated refund (section 3)
We fail to deliver the service you bought, at any stage	**Full refund**

1. Cancelling before testing starts

Payment places an order. It does not start testing. Testing starts only after the target, scope and your written authorisation are confirmed.

You can cancel an order at any time until its first assessment starts. Until an assessment starts, you are refunded in full if:

- you choose not to proceed;
- we cannot verify that you own the target or are authorised to test it;
- the target is outside the coverage classes we support for your order; or
- the confirmed scope is larger than your order and you decline the revised quote.

To cancel an order, or to ask for a refund before testing starts, email sales@securitybrigade.com with your order reference. If your request reaches us before the first assessment starts, we cancel the order and refund it in full.

If the confirmed scope is smaller than your order, the price stands, and we do not refund the difference.

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2. Once an assessment has started

An assessment has started when we first send test traffic to your target under the confirmed scope.

From that point **there are no refunds**, including if you cancel. This applies to every term: One-Time, Quarterly, Annual and Continuous. Where a programme is paid in full, the fee covers the whole 12 months. We do not refund assessments you have not used, or Continuous days that remain, and, except as section 3 says, we do not issue partial refunds.

Instalments. Where a programme is paid in instalments, an instalment you have paid is not refunded once any assessment in the programme has started. If a later instalment is not paid, the testing for its period is not scheduled.

3. If we fail to deliver

If Security Brigade fails to deliver the service you bought, you receive a **full refund**, even after testing has started. This is the one exception to section 2, apart from the prorated refund that section 4.3 of the Data Processing Agreement gives if you end services after objecting to a new sub-processor.

We fail to deliver when, for reasons that are not yours, we do not run an assessment you paid for, or do not give you its report, within the schedule agreed when the scope was confirmed. It is not a failure to deliver where:

- the target is unavailable or blocked;
- you withdraw authorisation, or do not give the access or information we ask for;
- we pause or stop an assessment to protect your production systems;
- you ask to reschedule.

4. How a refund is paid

- Refunds go back the way you paid: a card or UPI payment to the original payment method, through Razorpay; a bank transfer or wire to the account it came from.
- We refund the amount you paid, in the currency you paid it, including any GST. We do not deduct fees.
- We initiate an approved refund within 7 working days of approving it, or of receiving a cancellation made before testing starts (section 1). Your bank or card issuer usually credits it within a further 5-7 working days.
- Refunds are for the whole order, except a prorated refund under section 4.3 of the Data Processing Agreement (section 3).

5. Chargebacks

If you have a problem with an order, contact us first at sales@securitybrigade.com. If you raise a chargeback or payment dispute for an order that is not refundable under this policy, we may give your bank or Razorpay the order record, the scope and authorisation confirmation, and delivery evidence, and we may suspend further assessments on that order while the dispute is open.

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6. The first-order credit

A promotional first-order credit has no cash value and is never paid out. If an order that used one is refunded, you receive the amount you paid.

7. Returns and exchanges

B-52 is a service, so nothing is returned or exchanged. A change to what you ordered is a change of scope, and scope only goes up: a larger confirmed scope is re-quoted, or refunded in full if you decline the revised quote, and a smaller one keeps its price (section 1). Our Shipping, Delivery and Exchange Policy explains how the service is delivered.

8. Contact

Security Brigade InfoSec Private Limited

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