Return & Refund Policy

Owner: Prince | Support: ceo_ja@nexaitlabs.com
Website: https://nexaitlabs.com
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1. Digital service

Relay Proxy supplies digital proxy access through https://nexaitlabs.com. All sales are final: we do not offer voluntary refunds. There is no physical item to return. Review the package description, price, compatibility, access period and billing schedule before purchasing. Exceptions required by applicable law and payment-provider obligations remain applicable.

2. How to request assistance

Contact ceo_ja@nexaitlabs.com or the seller through your Whop purchase. Include your Relay Proxy order reference or Whop payment ID, purchase email, a description of the problem and relevant non-sensitive error details. Never include your proxy password, full private delivery URL or access token in public messages.

3. Delivery and service issues

Report missing access, unusable credentials, a package that differs from its description, or an apparent duplicate charge. We will review the relevant records and provide assistance, which may include troubleshooting, corrected access or replacement. If applicable law requires a refund or another remedy, we will provide it. A support request does not by itself confirm that a refund has been approved.

4. No voluntary refunds

We do not provide voluntary refunds for a change of mind, accidental purchases, unused bandwidth, unused access time, or partly used packages. Cancellation of a subscription does not by itself entitle you to a refund for a charge already made. These conditions apply to purchases made after this policy is disclosed; they do not reduce rights attached to earlier purchases. Nothing in this policy excludes mandatory cancellation, refund or other consumer rights.

5. Subscriptions and completed refunds

Where the purchase is a subscription, review its renewal and cancellation controls in Whop. Stopping future renewal and refunding an existing charge are separate actions. An approved refund is processed through the applicable payment process; posting time depends on the payment provider and bank. A completed full refund disables the order portal access associated with that purchase.

6. Consumer and payment rights

Nothing in this policy removes rights provided by applicable law or available payment-network dispute procedures. Whop may process reversals under its applicable terms and obligations. Keep payment receipts and the seller correspondence relating to your request.