

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](#).

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
We fail to deliver the service you bought, at any stage	Full refund

1. 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.

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 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 refund the order.

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

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**. 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 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.

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 start the refund once it is agreed. How long it takes to reach your account depends on your bank or card issuer.
- Refunds are for the whole order. We do not refund part of one.

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.

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. Contact

Security Brigade InfoSec Private Limited, A 2604, Lodha Adrina, Lodha Park, Opp. Hard Rock Cafe,
Pandurang Budhkar Marg, Worli, Mumbai 400013, Maharashtra, India

sales@securitybrigade.com

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